# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - First Contact Resolution**

| Customer Company | Assigned Group | Assigned to Individual | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Application Services | Chad D Fowers | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Danielle Hood | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | Dustin Crump | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | Martin Gonzalez | 0<br>0 | 10<br>10 | 0<br>0 | 10<br>10 |
| | | Terry Forsgren | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Tony Larsen | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 39<br>12 | 0<br>0 | 39<br>12 |
| | Application Support - EREP Systems | David Moffitt | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application Support - MMIS | Steven Hegji | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Campus Networking | Jordy Davis | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Capitol Hosting | Curtis Parker | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Patrick Funk | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Database Services | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Enterprise Security | Bart Grant | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Garry Gregson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jed Johnson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Sharon Smith | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | Help Desk | Brenda Treadway | 0<br>0 | 19<br>19 | 0<br>0 | 19<br>19 |
| | | Eileen Dubach | 0<br>0 | 21<br>20 | 0<br>0 | 21<br>20 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Help Desk | James Stearns | 0<br>0 | 24<br>24 | 0<br>0 | 24<br>24 |
| | | Julie VanBeekum | 0<br>0 | 24<br>24 | 0<br>0 | 24<br>24 |
| | | Sarah Johnson | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Vicky Marrelli | 0<br>0 | 22<br>22 | 0<br>0 | 22<br>22 |
| | | **Assigned to Individual Total** | 0<br>0 | 114<br>109 | 0<br>0 | 114<br>109 |
| | Mainframe Systems Support | Greg Shoop | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Metro A Desktop Support | Eric Sedgwick | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Mike Beynon | 0<br>0 | 14<br>4 | 0<br>0 | 14<br>4 |
| | | **Assigned to Individual Total** | 0<br>0 | 15<br>4 | 0<br>0 | 15<br>4 |
| | Metro A Help Desk | Ed Conrad | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | Edward Fortner | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | **Assigned to Individual Total** | 0<br>0 | 6<br>6 | 0<br>0 | 6<br>6 |
| | Metro B Desktop Support | Annice Valdez | 0<br>0 | 66<br>1 | 0<br>0 | 66<br>1 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Desktop Support | Anthony Booyse | 0<br>0 | 13<br>2 | 0<br>0 | 13<br>2 |
| | | Austin Farey | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Bill Crowther | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Cindy Reed | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jay Locker | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Matthew Blunk | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Mike Wilde | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Peter Musser | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Sean Chadbourne | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Stephanie Young | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |
| | | Tyler Pearce | 0<br>0 | 17<br>4 | 0<br>0 | 17<br>4 |
| | | **Assigned to Individual Total** | 0<br>0 | 130<br>10 | 0<br>0 | 130<br>10 |
| | Metro B Help Desk | Gary Graham | 0<br>0 | 236<br>210 | 0<br>0 | 236<br>210 |
| | | Todd Manning | 0<br>0 | 238<br>213 | 0<br>0 | 238<br>213 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Help Desk | Val Shepherd | 0<br>0 | 310<br>214 | 2<br>1 | 312<br>215 |
| | | **Assigned to Individual Total** | 0<br>0 | 784<br>637 | 2<br>1 | 786<br>638 |
| | Metro B Hosting | Justin Rasmussen | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Paul Engberson | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Metro C Desktop Support | Benjamin Moore | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Ken Knobel | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | Metro C Help Desk | Reed Stohel | 0<br>0 | 64<br>63 | 0<br>0 | 64<br>63 |
| | | Ross Owen | 0<br>0 | 43<br>43 | 0<br>0 | 43<br>43 |
| | | **Assigned to Individual Total** | 0<br>0 | 107<br>106 | 0<br>0 | 107<br>106 |
| | Metro D Help Desk | Doug Brown | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | John Robinson | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Network Operations | Kelli Okumura | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Michael Ostrander | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Operations Production Control | Cal Brinton | 0<br>0 | 6<br>4 | 0<br>0 | 6<br>4 |
| | | Christie Burnham | 0<br>0 | 5<br>4 | 0<br>0 | 5<br>4 |
| | | Duane Hardy | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Lester Aoki | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 15<br>9 | 0<br>0 | 15<br>9 |
| | ORS Content Manager | Dan Barrett | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | Les Roberts | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 7<br>1 | 0<br>0 | 7<br>1 |
| | Rural Central Desktop Support | Gerald Adams | 0<br>0 | 21<br>0 | 0<br>0 | 21<br>0 |
| | | Jay Barfuss | 0<br>0 | 10<br>10 | 0<br>0 | 10<br>10 |
| | | Jeremy Standifird | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural Central Desktop Support | Jessica Purcell | 0<br>0 | 20<br>16 | 0<br>0 | 20<br>16 |
| | | John Donaldson | 0<br>0 | 12<br>1 | 0<br>0 | 12<br>1 |
| | | Paul Petersen | 0<br>0 | 12<br>2 | 0<br>0 | 12<br>2 |
| | | Robert Case | 0<br>0 | 49<br>15 | 0<br>0 | 49<br>15 |
| | | Rod Montoya | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Ron LeBaron | 0<br>0 | 13<br>6 | 0<br>0 | 13<br>6 |
| | | Todd Hardy | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | Troy Morris | 0<br>0 | 16<br>5 | 0<br>0 | 16<br>5 |
| | | **Assigned to Individual Total** | 0<br>0 | 168<br>59 | 0<br>0 | 168<br>59 |
| | Rural North Desktop Support | Dane Smith | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Kelly Warren | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Kim Ratushniak | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |
| | | Lori Hartzell | 0<br>0 | 10<br>6 | 0<br>0 | 10<br>6 |
| | | Neil Smedley | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural North Desktop Support | Rodney Peterson | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Ruston McKay | 0<br>0 | 71<br>70 | 0<br>0 | 71<br>70 |
| | | Ryan Casey | 0<br>0 | 23<br>5 | 0<br>0 | 23<br>5 |
| | | Wayne Higgs | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 128<br>91 | 0<br>0 | 128<br>91 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Joel Finlinson | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Lance Nay | 0<br>0 | 6<br>4 | 0<br>0 | 6<br>4 |
| | | Lane Adams | 0<br>0 | 5<br>0 | 2<br>2 | 7<br>2 |
| | | Ryan Bennett | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Scott Jesienouski | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 18<br>7 | 2<br>2 | 20<br>9 |
| | Strategic Communications | Luis Larios | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | | **Assigned to Individual Total** | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | USIIS Outreach | Lisa Young | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | USIIS Tech Support | Yukiko Yoneoka | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Voice Engineering | Dave Vasenda | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Voice Operations | Gail Christiansen | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | James Gifford | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | Julie Sabato | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Kelly Johnson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Romanza Hamblin Sorensen | 1<br>0 | 22<br>14 | 0<br>0 | 23<br>14 |
| | | **Assigned to Individual Total** | 1<br>0 | 35<br>16 | 0<br>0 | 36<br>16 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Human Services | Voice/Data/WAN Services | Art Scott | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Mark Thomas | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | **Assigned Group Total** | | 1<br>0 | 1,604<br>1,077 | 4<br>3 | 1,609<br>1,080 |
| **Customer Company Total** | | | 1<br>0 | 1,604<br>1,077 | 4<br>3 | 1,609<br>1,080 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - Missed Inital Response**

| Customer Company | Assigned Group | Assigned to Individual | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Application Services | Chad D Fowers | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Danielle Hood | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | Dustin Crump | 0<br>0 | 17<br>1 | 0<br>0 | 17<br>1 |
| | | Martin Gonzalez | 0<br>0 | 10<br>1 | 0<br>0 | 10<br>1 |
| | | Terry Forsgren | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Tony Larsen | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 39<br>5 | 0<br>0 | 39<br>5 |
| | Application Support - EREP Systems | David Moffitt | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application Support - MMIS | Steven Hegji | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Campus Networking | Jordy Davis | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Capitol Hosting | Curtis Parker | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Patrick Funk | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | Database Services | None | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Enterprise Security | Bart Grant | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Garry Gregson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jed Johnson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Sharon Smith | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | Help Desk | Brenda Treadway | 0<br>0 | 19<br>0 | 0<br>0 | 19<br>0 |
| | | Eileen Dubach | 0<br>0 | 21<br>0 | 0<br>0 | 21<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Help Desk | James Stearns | 0<br>0 | 24<br>0 | 0<br>0 | 24<br>0 |
| | | Julie VanBeekum | 0<br>0 | 24<br>0 | 0<br>0 | 24<br>0 |
| | | Sarah Johnson | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Vicky Marrelli | 0<br>0 | 22<br>0 | 0<br>0 | 22<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 114<br>0 | 0<br>0 | 114<br>0 |
| | Mainframe Systems Support | Greg Shoop | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Metro A Desktop Support | Eric Sedgwick | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Mike Beynon | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | Metro A Help Desk | Ed Conrad | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Edward Fortner | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | Metro B Desktop Support | Annice Valdez | 0<br>0 | 66<br>3 | 0<br>0 | 66<br>3 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Desktop Support | Anthony Booyse | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Austin Farey | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Bill Crowther | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Cindy Reed | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jay Locker | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Matthew Blunk | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Mike Wilde | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Peter Musser | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Sean Chadbourne | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Stephanie Young | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Tyler Pearce | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 130<br>4 | 0<br>0 | 130<br>4 |
| | Metro B Help Desk | Gary Graham | 0<br>0 | 236<br>1 | 0<br>0 | 236<br>1 |
| | | Todd Manning | 0<br>0 | 238<br>4 | 0<br>0 | 238<br>4 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Help Desk | Val Shepherd | 0<br>0 | 310<br>5 | 2<br>0 | 312<br>5 |
| | | **Assigned to Individual Total** | 0<br>0 | 784<br>10 | 2<br>0 | 786<br>10 |
| | Metro B Hosting | Justin Rasmussen | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Paul Engberson | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Metro C Desktop Support | Benjamin Moore | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Ken Knobel | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | Metro C Help Desk | Reed Stohel | 0<br>0 | 64<br>0 | 0<br>0 | 64<br>0 |
| | | Ross Owen | 0<br>0 | 43<br>0 | 0<br>0 | 43<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 107<br>0 | 0<br>0 | 107<br>0 |
| | Metro D Help Desk | Doug Brown | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | John Robinson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Network Operations | Kelli Okumura | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Michael Ostrander | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | Operations Production Control | Cal Brinton | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Christie Burnham | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Duane Hardy | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Lester Aoki | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | ORS Content Manager | Dan Barrett | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | Les Roberts | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | **Assigned to Individual Total** | 0<br>0 | 7<br>4 | 0<br>0 | 7<br>4 |
| | Rural Central Desktop Support | Gerald Adams | 0<br>0 | 21<br>0 | 0<br>0 | 21<br>0 |
| | | Jay Barfuss | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | Jeremy Standifird | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural Central Desktop Support | Jessica Purcell | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0 |
| | | John Donaldson | 0<br>0 | 12<br>2 | 0<br>0 | 12<br>2 |
| | | Paul Petersen | 0<br>0 | 12<br>1 | 0<br>0 | 12<br>1 |
| | | Robert Case | 0<br>0 | 49<br>4 | 0<br>0 | 49<br>4 |
| | | Rod Montoya | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Ron LeBaron | 0<br>0 | 13<br>1 | 0<br>0 | 13<br>1 |
| | | Todd Hardy | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Troy Morris | 0<br>0 | 16<br>2 | 0<br>0 | 16<br>2 |
| | | **Assigned to Individual Total** | 0<br>0 | 168<br>10 | 0<br>0 | 168<br>10 |
| | Rural North Desktop Support | Dane Smith | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Kelly Warren | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Kim Ratushniak | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Lori Hartzell | 0<br>0 | 10<br>1 | 0<br>0 | 10<br>1 |
| | | Neil Smedley | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural North Desktop Support | Rodney Peterson | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Ruston McKay | 0<br>0 | 71<br>2 | 0<br>0 | 71<br>2 |
| | | Ryan Casey | 0<br>0 | 23<br>4 | 0<br>0 | 23<br>4 |
| | | Wayne Higgs | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 128<br>7 | 0<br>0 | 128<br>7 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Joel Finlinson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Lance Nay | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Lane Adams | 0<br>0 | 5<br>1 | 2<br>0 | 7<br>1 |
| | | Ryan Bennett | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Scott Jesienouski | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 18<br>2 | 2<br>0 | 20<br>2 |
| | Strategic Communications | Luis Larios | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | USIIS Outreach | Lisa Young | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | USIIS Tech Support | Yukiko Yoneoka | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Voice Engineering | Dave Vasenda | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Voice Operations | Gail Christiansen | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | James Gifford | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Julie Sabato | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Kelly Johnson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Romanza Hamblin Sorensen | 1<br>0 | 22<br>0 | 0<br>0 | 23<br>0 |
| | | **Assigned to Individual Total** | 1<br>0 | 35<br>0 | 0<br>0 | 36<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Human Services | Voice/Data/WAN Services | Art Scott | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Mark Thomas | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | **Assigned Group Total** | | 1<br>0 | 1,604<br>52 | 4<br>0 | 1,609<br>52 |
| **Customer Company Total** | | | 1<br>0 | 1,604<br>52 | 4<br>0 | 1,609<br>52 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**
**Bottom Number -Average time in hours**

| Customer Company | Assigned Group | Assigned to Individual | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Application Services | Chad D Fowers | 0<br>0.00 | 1<br>13.36 | 0<br>0.00 | 1<br>13.36 |
| | | Danielle Hood | 0<br>0.00 | 5<br>0.88 | 0<br>0.00 | 5<br>0.88 |
| | | Dustin Crump | 0<br>0.00 | 17<br>0.24 | 0<br>0.00 | 17<br>0.24 |
| | | Martin Gonzalez | 0<br>0.00 | 10<br>0.35 | 0<br>0.00 | 10<br>0.35 |
| | | Terry Forsgren | 0<br>0.00 | 1<br>0.24 | 0<br>0.00 | 1<br>0.24 |
| | | Tony Larsen | 0<br>0.00 | 5<br>0.49 | 0<br>0.00 | 5<br>0.49 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 39<br>0.72 | 0<br>0.00 | 39<br>0.72 |
| | Application Support - EREP Systems | David Moffitt | 0<br>0.00 | 1<br>360.15 | 0<br>0.00 | 1<br>360.15 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>360.15 | 0<br>0.00 | 1<br>360.15 |
| | Application Support - MMIS | Steven Hegji | 0<br>0.00 | 1<br>1.74 | 0<br>0.00 | 1<br>1.74 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>1.74 | 0<br>0.00 | 1<br>1.74 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Campus Networking | Jordy Davis | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | Capitol Hosting | Curtis Parker | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Patrick Funk | 0<br>0.00 | 1<br>1.26 | 0<br>0.00 | 1<br>1.26 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.63 | 0<br>0.00 | 2<br>0.63 |
| | Database Services | None | 0<br>0.00 | 1<br>1.35 | 0<br>0.00 | 1<br>1.35 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>1.35 | 0<br>0.00 | 1<br>1.35 |
| | Enterprise Security | Bart Grant | 0<br>0.00 | 1<br>0.37 | 0<br>0.00 | 1<br>0.37 |
| | | Garry Gregson | 0<br>0.00 | 1<br>0.45 | 0<br>0.00 | 1<br>0.45 |
| | | Jed Johnson | 0<br>0.00 | 1<br>0.35 | 0<br>0.00 | 1<br>0.35 |
| | | Sharon Smith | 0<br>0.00 | 1<br>0.47 | 0<br>0.00 | 1<br>0.47 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 4<br>0.41 | 0<br>0.00 | 4<br>0.41 |
| | Help Desk | Brenda Treadway | 0<br>0.00 | 19<br>0.03 | 0<br>0.00 | 19<br>0.03 |
| | | Eileen Dubach | 0<br>0.00 | 21<br>0.07 | 0<br>0.00 | 21<br>0.07 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Help Desk | James Stearns | 0<br>0.00 | 24<br>0.01 | 0<br>0.00 | 24<br>0.01 |
| | | Julie VanBeekum | 0<br>0.00 | 24<br>0.00 | 0<br>0.00 | 24<br>0.00 |
| | | Sarah Johnson | 0<br>0.00 | 4<br>0.27 | 0<br>0.00 | 4<br>0.27 |
| | | Vicky Marrelli | 0<br>0.00 | 22<br>0.01 | 0<br>0.00 | 22<br>0.01 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 114<br>0.03 | 0<br>0.00 | 114<br>0.03 |
| | Mainframe Systems Support | Greg Shoop | 0<br>0.00 | 1<br>1.43 | 0<br>0.00 | 1<br>1.43 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>1.43 | 0<br>0.00 | 1<br>1.43 |
| | Metro A Desktop Support | Eric Sedgwick | 0<br>0.00 | 1<br>0.12 | 0<br>0.00 | 1<br>0.12 |
| | | Mike Beynon | 0<br>0.00 | 14<br>0.22 | 0<br>0.00 | 14<br>0.22 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 15<br>0.22 | 0<br>0.00 | 15<br>0.22 |
| | Metro A Help Desk | Ed Conrad | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | Edward Fortner | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |
| | Metro B Desktop Support | Annice Valdez | 0<br>0.00 | 66<br>0.28 | 0<br>0.00 | 66<br>0.28 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Desktop Support | Anthony Booyse | 0<br>0.00 | 13<br>0.19 | 0<br>0.00 | 13<br>0.19 |
| | | Austin Farey | 0<br>0.00 | 2<br>0.56 | 0<br>0.00 | 2<br>0.56 |
| | | Bill Crowther | 0<br>0.00 | 1<br>0.70 | 0<br>0.00 | 1<br>0.70 |
| | | Cindy Reed | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | Jay Locker | 0<br>0.00 | 13<br>0.21 | 0<br>0.00 | 13<br>0.21 |
| | | Matthew Blunk | 0<br>0.00 | 1<br>0.45 | 0<br>0.00 | 1<br>0.45 |
| | | Mike Wilde | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | Peter Musser | 0<br>0.00 | 4<br>0.19 | 0<br>0.00 | 4<br>0.19 |
| | | Sean Chadbourne | 0<br>0.00 | 3<br>0.24 | 0<br>0.00 | 3<br>0.24 |
| | | Stephanie Young | 0<br>0.00 | 6<br>0.26 | 0<br>0.00 | 6<br>0.26 |
| | | Tyler Pearce | 0<br>0.00 | 17<br>0.18 | 0<br>0.00 | 17<br>0.18 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 130<br>0.25 | 0<br>0.00 | 130<br>0.25 |
| | Metro B Help Desk | Gary Graham | 0<br>0.00 | 236<br>0.07 | 0<br>0.00 | 236<br>0.07 |
| | | Todd Manning | 0<br>0.00 | 238<br>0.06 | 0<br>0.00 | 238<br>0.06 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Help Desk | Val Shepherd | 0<br>0.00 | 310<br>0.09 | 2<br>0.07 | 312<br>0.09 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 784<br>0.07 | 2<br>0.07 | 786<br>0.07 |
| | Metro B Hosting | Justin Rasmussen | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Paul Engberson | 0<br>0.00 | 2<br>0.11 | 0<br>0.00 | 2<br>0.11 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 3<br>0.07 | 0<br>0.00 | 3<br>0.07 |
| | Metro C Desktop Support | Benjamin Moore | 0<br>0.00 | 2<br>1.96 | 0<br>0.00 | 2<br>1.96 |
| | | Ken Knobel | 0<br>0.00 | 2<br>1.84 | 0<br>0.00 | 2<br>1.84 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 4<br>1.90 | 0<br>0.00 | 4<br>1.90 |
| | Metro C Help Desk | Reed Stohel | 0<br>0.00 | 64<br>0.00 | 0<br>0.00 | 64<br>0.00 |
| | | Ross Owen | 0<br>0.00 | 43<br>0.00 | 0<br>0.00 | 43<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 107<br>0.00 | 0<br>0.00 | 107<br>0.00 |
| | Metro D Help Desk | Doug Brown | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | John Robinson | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Network Operations | Kelli Okumura | 0<br>0.00 | 1<br>2.94 | 0<br>0.00 | 1<br>2.94 |
| | | Michael Ostrander | 0<br>0.00 | 2<br>0.06 | 0<br>0.00 | 2<br>0.06 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 3<br>1.02 | 0<br>0.00 | 3<br>1.02 |
| | Operations Production Control | Cal Brinton | 0<br>0.00 | 6<br>0.05 | 0<br>0.00 | 6<br>0.05 |
| | | Christie Burnham | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00 |
| | | Duane Hardy | 0<br>0.00 | 2<br>0.24 | 0<br>0.00 | 2<br>0.24 |
| | | Lester Aoki | 0<br>0.00 | 2<br>0.10 | 0<br>0.00 | 2<br>0.10 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 15<br>0.07 | 0<br>0.00 | 15<br>0.07 |
| | ORS Content Manager | Dan Barrett | 0<br>0.00 | 5<br>1.02 | 0<br>0.00 | 5<br>1.02 |
| | | Les Roberts | 0<br>0.00 | 2<br>4.21 | 0<br>0.00 | 2<br>4.21 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 7<br>1.93 | 0<br>0.00 | 7<br>1.93 |
| | Rural Central Desktop Support | Gerald Adams | 0<br>0.00 | 21<br>0.00 | 0<br>0.00 | 21<br>0.00 |
| | | Jay Barfuss | 0<br>0.00 | 10<br>0.00 | 0<br>0.00 | 10<br>0.00 |
| | | Jeremy Standifird | 0<br>0.00 | 11<br>0.03 | 0<br>0.00 | 11<br>0.03 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural Central Desktop Support | Jessica Purcell | 0<br>0.00 | 20<br>0.03 | 0<br>0.00 | 20<br>0.03 |
| | | John Donaldson | 0<br>0.00 | 12<br>0.40 | 0<br>0.00 | 12<br>0.40 |
| | | Paul Petersen | 0<br>0.00 | 12<br>0.15 | 0<br>0.00 | 12<br>0.15 |
| | | Robert Case | 0<br>0.00 | 49<br>0.31 | 0<br>0.00 | 49<br>0.31 |
| | | Rod Montoya | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Ron LeBaron | 0<br>0.00 | 13<br>0.18 | 0<br>0.00 | 13<br>0.18 |
| | | Todd Hardy | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | Troy Morris | 0<br>0.00 | 16<br>0.45 | 0<br>0.00 | 16<br>0.45 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 168<br>0.19 | 0<br>0.00 | 168<br>0.19 |
| | Rural North Desktop Support | Dane Smith | 0<br>0.00 | 4<br>0.30 | 0<br>0.00 | 4<br>0.30 |
| | | Kelly Warren | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Kim Ratushniak | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | Lori Hartzell | 0<br>0.00 | 10<br>0.21 | 0<br>0.00 | 10<br>0.21 |
| | | Neil Smedley | 0<br>0.00 | 3<br>0.19 | 0<br>0.00 | 3<br>0.19 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural North Desktop Support | Rodney Peterson | 0<br>0.00 | 3<br>0.09 | 0<br>0.00 | 3<br>0.09 |
| | | Ruston McKay | 0<br>0.00 | 71<br>0.07 | 0<br>0.00 | 71<br>0.07 |
| | | Ryan Casey | 0<br>0.00 | 23<br>0.48 | 0<br>0.00 | 23<br>0.48 |
| | | Wayne Higgs | 0<br>0.00 | 4<br>0.03 | 0<br>0.00 | 4<br>0.03 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 128<br>0.16 | 0<br>0.00 | 128<br>0.16 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Joel Finlinson | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Lance Nay | 0<br>0.00 | 6<br>0.08 | 0<br>0.00 | 6<br>0.08 |
| | | Lane Adams | 0<br>0.00 | 5<br>1.19 | 2<br>0.86 | 7<br>1.10 |
| | | Ryan Bennett | 0<br>0.00 | 4<br>1.23 | 0<br>0.00 | 4<br>1.23 |
| | | Scott Jesienouski | 0<br>0.00 | 1<br>0.74 | 0<br>0.00 | 1<br>0.74 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 18<br>0.67 | 2<br>0.86 | 20<br>0.69 |
| | Strategic Communications | Luis Larios | 0<br>0.00 | 2<br>0.09 | 0<br>0.00 | 2<br>0.09 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.09 | 0<br>0.00 | 2<br>0.09 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0.00 | 7<br>0.28 | 0<br>0.00 | 7<br>0.28 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 7<br>0.28 | 0<br>0.00 | 7<br>0.28 |
| | USIIS Outreach | Lisa Young | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | USIIS Tech Support | Yukiko Yoneoka | 0<br>0.00 | 1<br>6.00 | 0<br>0.00 | 1<br>6.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>6.00 | 0<br>0.00 | 1<br>6.00 |
| | Voice Engineering | Dave Vasenda | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | Voice Operations | Gail Christiansen | 0<br>0.00 | 7<br>0.29 | 0<br>0.00 | 7<br>0.29 |
| | | James Gifford | 0<br>0.00 | 2<br>0.64 | 0<br>0.00 | 2<br>0.64 |
| | | Julie Sabato | 0<br>0.00 | 3<br>0.25 | 0<br>0.00 | 3<br>0.25 |
| | | Kelly Johnson | 0<br>0.00 | 1<br>0.51 | 0<br>0.00 | 1<br>0.51 |
| | | Romanza Hamblin Sorensen | 1<br>0.14 | 22<br>0.27 | 0<br>0.00 | 23<br>0.26 |
| | | **Assigned to Individual Total** | 1<br>0.14 | 35<br>0.30 | 0<br>0.00 | 36<br>0.29 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Human Services | Voice/Data/WAN Services | Art Scott | 0<br>0.00 | 2<br>0.13 | 0<br>0.00 | 2<br>0.13 |
| | | Mark Thomas | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 3<br>0.10 | 0<br>0.00 | 3<br>0.10 |
| | **Assigned Group Total** | | 1<br>0.14 | 1,604<br>0.38 | 4<br>0.47 | 1,609<br>0.38 |
| **Customer Company Total** | | | 1<br>0.14 | 1,604<br>0.38 | 4<br>0.47 | 1,609<br>0.38 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - Missed Resolution**

| Customer Company | Assigned Group | Assigned to Individual | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Application Services | Chad D Fowers | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Danielle Hood | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | Dustin Crump | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | Martin Gonzalez | 0<br>0 | 10<br>5 | 0<br>0 | 10<br>5 |
| | | Terry Forsgren | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Tony Larsen | 0<br>0 | 5<br>3 | 0<br>0 | 5<br>3 |
| | | **Assigned to Individual Total** | 0<br>0 | 39<br>10 | 0<br>0 | 39<br>10 |
| | Application Support - EREP Systems | David Moffitt | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application Support - MMIS | Steven Hegji | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Campus Networking | Jordy Davis | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Capitol Hosting | Curtis Parker | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Patrick Funk | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Database Services | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Enterprise Security | Bart Grant | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Garry Gregson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jed Johnson | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Sharon Smith | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | Help Desk | Brenda Treadway | 0<br>0 | 19<br>0 | 0<br>0 | 19<br>0 |
| | | Eileen Dubach | 0<br>0 | 21<br>0 | 0<br>0 | 21<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Help Desk | James Stearns | 0<br>0 | 24<br>0 | 0<br>0 | 24<br>0 |
| | | Julie VanBeekum | 0<br>0 | 24<br>0 | 0<br>0 | 24<br>0 |
| | | Sarah Johnson | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Vicky Marrelli | 0<br>0 | 22<br>0 | 0<br>0 | 22<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 114<br>0 | 0<br>0 | 114<br>0 |
| | Mainframe Systems Support | Greg Shoop | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Metro A Desktop Support | Eric Sedgwick | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Mike Beynon | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | Metro A Help Desk | Ed Conrad | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Edward Fortner | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | Metro B Desktop Support | Annice Valdez | 0<br>0 | 66<br>0 | 0<br>0 | 66<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Desktop Support | Anthony Booyse | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Austin Farey | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Bill Crowther | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Cindy Reed | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jay Locker | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Matthew Blunk | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Mike Wilde | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Peter Musser | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Sean Chadbourne | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Stephanie Young | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Tyler Pearce | 0<br>0 | 17<br>1 | 0<br>0 | 17<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 130<br>1 | 0<br>0 | 130<br>1 |
| | Metro B Help Desk | Gary Graham | 0<br>0 | 236<br>0 | 0<br>0 | 236<br>0 |
| | | Todd Manning | 0<br>0 | 238<br>0 | 0<br>0 | 238<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Help Desk | Val Shepherd | 0<br>0 | 310<br>0 | 2<br>0 | 312<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 784<br>0 | 2<br>0 | 786<br>0 |
| | Metro B Hosting | Justin Rasmussen | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Paul Engberson | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Metro C Desktop Support | Benjamin Moore | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Ken Knobel | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | Metro C Help Desk | Reed Stohel | 0<br>0 | 64<br>0 | 0<br>0 | 64<br>0 |
| | | Ross Owen | 0<br>0 | 43<br>0 | 0<br>0 | 43<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 107<br>0 | 0<br>0 | 107<br>0 |
| | Metro D Help Desk | Doug Brown | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | John Robinson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Network Operations | Kelli Okumura | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Michael Ostrander | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | Operations Production Control | Cal Brinton | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Christie Burnham | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Duane Hardy | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Lester Aoki | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | ORS Content Manager | Dan Barrett | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Les Roberts | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 7<br>1 | 0<br>0 | 7<br>1 |
| | Rural Central Desktop Support | Gerald Adams | 0<br>0 | 21<br>0 | 0<br>0 | 21<br>0 |
| | | Jay Barfuss | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | Jeremy Standifird | 0<br>0 | 11<br>1 | 0<br>0 | 11<br>1 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural Central Desktop Support | Jessica Purcell | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0 |
| | | John Donaldson | 0<br>0 | 12<br>1 | 0<br>0 | 12<br>1 |
| | | Paul Petersen | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | Robert Case | 0<br>0 | 49<br>0 | 0<br>0 | 49<br>0 |
| | | Rod Montoya | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Ron LeBaron | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Todd Hardy | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Troy Morris | 0<br>0 | 16<br>0 | 0<br>0 | 16<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 168<br>2 | 0<br>0 | 168<br>2 |
| | Rural North Desktop Support | Dane Smith | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Kelly Warren | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Kim Ratushniak | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Lori Hartzell | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | Neil Smedley | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural North Desktop Support | Rodney Peterson | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Ruston McKay | 0<br>0 | 71<br>0 | 0<br>0 | 71<br>0 |
| | | Ryan Casey | 0<br>0 | 23<br>0 | 0<br>0 | 23<br>0 |
| | | Wayne Higgs | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 128<br>0 | 0<br>0 | 128<br>0 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Joel Finlinson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Lance Nay | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Lane Adams | 0<br>0 | 5<br>0 | 2<br>0 | 7<br>0 |
| | | Ryan Bennett | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Scott Jesienouski | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 18<br>1 | 2<br>0 | 20<br>1 |
| | Strategic Communications | Luis Larios | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | USIIS Outreach | Lisa Young | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | USIIS Tech Support | Yukiko Yoneoka | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Voice Engineering | Dave Vasenda | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Voice Operations | Gail Christiansen | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | James Gifford | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Julie Sabato | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Kelly Johnson | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Romanza Hamblin Sorensen | 1<br>0 | 22<br>0 | 0<br>0 | 23<br>0 |
| | | **Assigned to Individual Total** | 1<br>0 | 35<br>0 | 0<br>0 | 36<br>0 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Human Services | Voice/Data/WAN Services | Art Scott | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Mark Thomas | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | **Assigned Group Total** | | 1<br>0 | 1,604<br>22 | 4<br>0 | 1,609<br>22 |
| **Customer Company Total** | | | 1<br>0 | 1,604<br>22 | 4<br>0 | 1,609<br>22 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**
**Bottom Number - Average time in hours**

| Customer Company | Assigned Group | Assigned to Individual | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Application Services | Chad D Fowers | 0<br>0.00 | 1<br>13.36 | 0<br>0.00 | 1<br>13.36 |
| | | Danielle Hood | 0<br>0.00 | 5<br>2.33 | 0<br>0.00 | 5<br>2.33 |
| | | Dustin Crump | 0<br>0.00 | 17<br>1.18 | 0<br>0.00 | 17<br>1.18 |
| | | Martin Gonzalez | 0<br>0.00 | 10<br>7.01 | 0<br>0.00 | 10<br>7.01 |
| | | Terry Forsgren | 0<br>0.00 | 1<br>0.79 | 0<br>0.00 | 1<br>0.79 |
| | | Tony Larsen | 0<br>0.00 | 5<br>11.61 | 0<br>0.00 | 5<br>11.61 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 39<br>4.46 | 0<br>0.00 | 39<br>4.46 |
| | Application Support - EREP Systems | David Moffitt | 0<br>0.00 | 1<br>360.15 | 0<br>0.00 | 1<br>360.15 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>360.15 | 0<br>0.00 | 1<br>360.15 |
| | Application Support - MMIS | Steven Hegji | 0<br>0.00 | 1<br>15.82 | 0<br>0.00 | 1<br>15.82 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>15.82 | 0<br>0.00 | 1<br>15.82 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Campus Networking | Jordy Davis | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | Capitol Hosting | Curtis Parker | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Patrick Funk | 0<br>0.00 | 1<br>1.46 | 0<br>0.00 | 1<br>1.46 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.73 | 0<br>0.00 | 2<br>0.73 |
| | Database Services | None | 0<br>0.00 | 1<br>1.35 | 0<br>0.00 | 1<br>1.35 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>1.35 | 0<br>0.00 | 1<br>1.35 |
| | Enterprise Security | Bart Grant | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | | Garry Gregson | 0<br>0.00 | 1<br>0.74 | 0<br>0.00 | 1<br>0.74 |
| | | Jed Johnson | 0<br>0.00 | 1<br>6.03 | 0<br>0.00 | 1<br>6.03 |
| | | Sharon Smith | 0<br>0.00 | 1<br>0.47 | 0<br>0.00 | 1<br>0.47 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 4<br>2.23 | 0<br>0.00 | 4<br>2.23 |
| | Help Desk | Brenda Treadway | 0<br>0.00 | 19<br>0.03 | 0<br>0.00 | 19<br>0.03 |
| | | Eileen Dubach | 0<br>0.00 | 21<br>0.07 | 0<br>0.00 | 21<br>0.07 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Help Desk | James Stearns | 0<br>0.00 | 24<br>0.01 | 0<br>0.00 | 24<br>0.01 |
| | | Julie VanBeekum | 0<br>0.00 | 24<br>0.00 | 0<br>0.00 | 24<br>0.00 |
| | | Sarah Johnson | 0<br>0.00 | 4<br>0.36 | 0<br>0.00 | 4<br>0.36 |
| | | Vicky Marrelli | 0<br>0.00 | 22<br>0.10 | 0<br>0.00 | 22<br>0.10 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 114<br>0.05 | 0<br>0.00 | 114<br>0.05 |
| | Mainframe Systems Support | Greg Shoop | 0<br>0.00 | 1<br>1.43 | 0<br>0.00 | 1<br>1.43 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>1.43 | 0<br>0.00 | 1<br>1.43 |
| | Metro A Desktop Support | Eric Sedgwick | 0<br>0.00 | 1<br>0.12 | 0<br>0.00 | 1<br>0.12 |
| | | Mike Beynon | 0<br>0.00 | 14<br>0.42 | 0<br>0.00 | 14<br>0.42 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 15<br>0.40 | 0<br>0.00 | 15<br>0.40 |
| | Metro A Help Desk | Ed Conrad | 0<br>0.00 | 3<br>0.05 | 0<br>0.00 | 3<br>0.05 |
| | | Edward Fortner | 0<br>0.00 | 3<br>0.17 | 0<br>0.00 | 3<br>0.17 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 6<br>0.11 | 0<br>0.00 | 6<br>0.11 |
| | Metro B Desktop Support | Annice Valdez | 0<br>0.00 | 66<br>1.09 | 0<br>0.00 | 66<br>1.09 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Desktop Support | Anthony Booyse | 0<br>0.00 | 13<br>0.87 | 0<br>0.00 | 13<br>0.87 |
| | | Austin Farey | 0<br>0.00 | 2<br>2.51 | 0<br>0.00 | 2<br>2.51 |
| | | Bill Crowther | 0<br>0.00 | 1<br>1.06 | 0<br>0.00 | 1<br>1.06 |
| | | Cindy Reed | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | Jay Locker | 0<br>0.00 | 13<br>1.01 | 0<br>0.00 | 13<br>1.01 |
| | | Matthew Blunk | 0<br>0.00 | 1<br>0.76 | 0<br>0.00 | 1<br>0.76 |
| | | Mike Wilde | 0<br>0.00 | 3<br>3.01 | 0<br>0.00 | 3<br>3.01 |
| | | Peter Musser | 0<br>0.00 | 4<br>1.05 | 0<br>0.00 | 4<br>1.05 |
| | | Sean Chadbourne | 0<br>0.00 | 3<br>0.36 | 0<br>0.00 | 3<br>0.36 |
| | | Stephanie Young | 0<br>0.00 | 6<br>0.47 | 0<br>0.00 | 6<br>0.47 |
| | | Tyler Pearce | 0<br>0.00 | 17<br>3.70 | 0<br>0.00 | 17<br>3.70 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 130<br>1.42 | 0<br>0.00 | 130<br>1.42 |
| | Metro B Help Desk | Gary Graham | 0<br>0.00 | 236<br>0.16 | 0<br>0.00 | 236<br>0.16 |
| | | Todd Manning | 0<br>0.00 | 238<br>0.10 | 0<br>0.00 | 238<br>0.10 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Metro B Help Desk | Val Shepherd | 0<br>0.00 | 307<br>0.19 | 2<br>0.24 | 309<br>0.19 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 781<br>0.15 | 2<br>0.24 | 783<br>0.15 |
| | Metro B Hosting | Justin Rasmussen | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | Paul Engberson | 0<br>0.00 | 2<br>2.06 | 0<br>0.00 | 2<br>2.06 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 3<br>1.04 | 0<br>0.00 | 3<br>1.04 |
| | Metro C Desktop Support | Benjamin Moore | 0<br>0.00 | 2<br>2.73 | 0<br>0.00 | 2<br>2.73 |
| | | Ken Knobel | 0<br>0.00 | 2<br>4.30 | 0<br>0.00 | 2<br>4.30 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 4<br>3.52 | 0<br>0.00 | 4<br>3.52 |
| | Metro C Help Desk | Reed Stohel | 0<br>0.00 | 64<br>0.00 | 0<br>0.00 | 64<br>0.00 |
| | | Ross Owen | 0<br>0.00 | 43<br>0.00 | 0<br>0.00 | 43<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 107<br>0.00 | 0<br>0.00 | 107<br>0.00 |
| | Metro D Help Desk | Doug Brown | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | John Robinson | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Network Operations | Kelli Okumura | 0<br>0.00 | 1<br>6.30 | 0<br>0.00 | 1<br>6.30 |
| | | Michael Ostrander | 0<br>0.00 | 2<br>3.67 | 0<br>0.00 | 2<br>3.67 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 3<br>4.55 | 0<br>0.00 | 3<br>4.55 |
| | Operations Production Control | Cal Brinton | 0<br>0.00 | 6<br>0.05 | 0<br>0.00 | 6<br>0.05 |
| | | Christie Burnham | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00 |
| | | Duane Hardy | 0<br>0.00 | 2<br>0.24 | 0<br>0.00 | 2<br>0.24 |
| | | Lester Aoki | 0<br>0.00 | 2<br>0.24 | 0<br>0.00 | 2<br>0.24 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 15<br>0.07 | 0<br>0.00 | 15<br>0.07 |
| | ORS Content Manager | Dan Barrett | 0<br>0.00 | 5<br>1.14 | 0<br>0.00 | 5<br>1.14 |
| | | Les Roberts | 0<br>0.00 | 2<br>4.50 | 0<br>0.00 | 2<br>4.50 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 7<br>2.10 | 0<br>0.00 | 7<br>2.10 |
| | Rural Central Desktop Support | Gerald Adams | 0<br>0.00 | 21<br>0.13 | 0<br>0.00 | 21<br>0.13 |
| | | Jay Barfuss | 0<br>0.00 | 10<br>0.00 | 0<br>0.00 | 10<br>0.00 |
| | | Jeremy Standifird | 0<br>0.00 | 11<br>1.83 | 0<br>0.00 | 11<br>1.83 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural Central Desktop Support | Jessica Purcell | 0<br>0.00 | 20<br>0.03 | 0<br>0.00 | 20<br>0.03 |
| | | John Donaldson | 0<br>0.00 | 12<br>1.09 | 0<br>0.00 | 12<br>1.09 |
| | | Paul Petersen | 0<br>0.00 | 12<br>2.23 | 0<br>0.00 | 12<br>2.23 |
| | | Robert Case | 0<br>0.00 | 49<br>0.75 | 0<br>0.00 | 49<br>0.75 |
| | | Rod Montoya | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Ron LeBaron | 0<br>0.00 | 13<br>0.34 | 0<br>0.00 | 13<br>0.34 |
| | | Todd Hardy | 0<br>0.00 | 3<br>3.87 | 0<br>0.00 | 3<br>3.87 |
| | | Troy Morris | 0<br>0.00 | 16<br>0.60 | 0<br>0.00 | 16<br>0.60 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 168<br>0.77 | 0<br>0.00 | 168<br>0.77 |
| | Rural North Desktop Support | Dane Smith | 0<br>0.00 | 4<br>0.30 | 0<br>0.00 | 4<br>0.30 |
| | | Kelly Warren | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Kim Ratushniak | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | Lori Hartzell | 0<br>0.00 | 10<br>0.53 | 0<br>0.00 | 10<br>0.53 |
| | | Neil Smedley | 0<br>0.00 | 3<br>0.35 | 0<br>0.00 | 3<br>0.35 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Rural North Desktop Support | Rodney Peterson | 0<br>0.00 | 3<br>0.09 | 0<br>0.00 | 3<br>0.09 |
| | | Ruston McKay | 0<br>0.00 | 71<br>0.13 | 0<br>0.00 | 71<br>0.13 |
| | | Ryan Casey | 0<br>0.00 | 23<br>0.72 | 0<br>0.00 | 23<br>0.72 |
| | | Wayne Higgs | 0<br>0.00 | 4<br>0.37 | 0<br>0.00 | 4<br>0.37 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 128<br>0.27 | 0<br>0.00 | 128<br>0.27 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Joel Finlinson | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Lance Nay | 0<br>0.00 | 6<br>0.12 | 0<br>0.00 | 6<br>0.12 |
| | | Lane Adams | 0<br>0.00 | 5<br>1.19 | 2<br>0.86 | 7<br>1.14 |
| | | Ryan Bennett | 0<br>0.00 | 4<br>2.36 | 0<br>0.00 | 4<br>2.36 |
| | | Scott Jesienouski | 0<br>0.00 | 1<br>0.74 | 0<br>0.00 | 1<br>0.74 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 18<br>0.98 | 2<br>0.86 | 20<br>0.98 |
| | Strategic Communications | Luis Larios | 0<br>0.00 | 2<br>5.83 | 0<br>0.00 | 2<br>5.83 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>5.83 | 0<br>0.00 | 2<br>5.83 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0.00 | 7<br>2.83 | 0<br>0.00 | 7<br>2.83 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 7<br>2.83 | 0<br>0.00 | 7<br>2.83 |
| | USIIS Outreach | Lisa Young | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | USIIS Tech Support | Yukiko Yoneoka | 0<br>0.00 | 1<br>6.00 | 0<br>0.00 | 1<br>6.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>6.00 | 0<br>0.00 | 1<br>6.00 |
| | Voice Engineering | Dave Vasenda | 0<br>0.00 | 1<br>5.99 | 0<br>0.00 | 1<br>5.99 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>5.99 | 0<br>0.00 | 1<br>5.99 |
| | Voice Operations | Gail Christiansen | 0<br>0.00 | 7<br>0.45 | 0<br>0.00 | 7<br>0.45 |
| | | James Gifford | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | Julie Sabato | 0<br>0.00 | 3<br>0.25 | 0<br>0.00 | 3<br>0.25 |
| | | Kelly Johnson | 0<br>0.00 | 1<br>0.84 | 0<br>0.00 | 1<br>0.84 |
| | | Romanza Hamblin Sorensen | 1<br>0.14 | 22<br>1.04 | 0<br>0.00 | 23<br>1.00 |
| | | **Assigned to Individual Total** | 1<br>0.14 | 35<br>0.95 | 0<br>0.00 | 36<br>0.93 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Human Services | Voice/Data/WAN Services | Art Scott | 0<br>0.00 | 2<br>0.96 | 0<br>0.00 | 2<br>0.96 |
| | | Mark Thomas | 0<br>0.00 | 1<br>0.87 | 0<br>0.00 | 1<br>0.87 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 3<br>0.93 | 0<br>0.00 | 3<br>0.93 |
| | **Assigned Group Total** | | 1<br>0.14 | 1,601<br>0.75 | 4<br>0.45 | 1,606<br>0.75 |
| **Customer Company Total** | | | 1<br>0.14 | 1,601<br>0.75 | 4<br>0.45 | 1,606<br>0.75 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000517199** | Carlos Sylvanstoke | None | None | None | | TIR Missed: Yes | 1.35 |
| Database Services | | None | Human Services | Low | Closed | TTR Missed: No | 1.35 |
| **INC000000545070** | Kati Wheatley | None | None | None | | TIR Missed: Yes | 360.15 |
| Application Support - EREP Systen | | David Moffitt | Human Services | Low | Closed | TTR Missed: Yes | 360.15 |
| **INC000000545944** | Abigail Bodily | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000555642** | Barbara Ruff | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Closed | TTR Missed: No | |
| **INC000000556458** | Pepper Gale | None | None | SAFE | | TIR Missed: Yes | 3.66 |
| Rural South Desktop Support | | Ryan Bennett | Human Services | Low | Resolved | TTR Missed: Yes | 8.18 |
| **INC000000556625** | Georgeia Wood | Application | None | None | | TIR Missed: No | 0.35 |
| Enterprise Security | | Jed Johnson | Human Services | Low | Resolved | TTR Missed: Yes | 6.03 |
| **INC000000562115** | James West | Application | Error | Novell GroupWise | | TIR Missed: No | 0.37 |
| Application Services | | Tony Larsen | Human Services | Low | Resolved | TTR Missed: No | 4.72 |
| **INC000000562280** | Tammie Godfrey | Application | None | Gmail | | TIR Missed: No | 0.10 |
| Technical Lead/Project Manager | | Martin Gonzalez | Human Services | Low | Closed | TTR Missed: No | 2.89 |
| **INC000000562971** | Lisa Bruno | None | None | None | | TIR Missed: No | 0.08 |
| Metro B Desktop Support | | Peter Musser | Human Services | Low | Closed | TTR Missed: No | 0.08 |
| **INC000000563333** | Paul Arnold | None | None | JavaPC | | TIR Missed: No | 0.50 |
| Rural South Desktop Support | | Ryan Bennett | Human Services | Low | Resolved | TTR Missed: No | 0.50 |
| **INC000000564574** | Beverly Johnstone | Application | None | SAFE | | TIR Missed: Yes | 1.78 |
| Rural Central Desktop Support | | Troy Morris | Human Services | Low | Closed | TTR Missed: No | 1.91 |
| **INC000000565387** | Cory Bird | Telecom | None | None | | TIR Missed: No | 0.21 |
| Voice Engineering | | Dave Vasenda | Human Services | Low | Resolved | TTR Missed: No | 5.99 |
| **INC000000566488** | Ed Whiting | None | None | None | | TIR Missed: No | 0.41 |
| Rural North Desktop Support | | Dane Smith | Human Services | Low | Closed | TTR Missed: No | 0.41 |
| **INC000000569431** | Callie Gallacher | Server | None | None | | TIR Missed: No | 0.37 |
| Enterprise Security | | Bart Grant | Human Services | Low | Resolved | TTR Missed: No | 1.70 |
| **INC000000569669** | Samuel Borrowman | Application | None | Gmail | | TIR Missed: No | 0.51 |
| Application Services | | Martin Gonzalez | Human Services | Low | Closed | TTR Missed: No | 1.99 |
| **INC000000570008** | Stacy Gibson | None | None | None | | TIR Missed: No | 0.47 |
| Enterprise Security | | Sharon Smith | Human Services | Low | Resolved | TTR Missed: No | 0.47 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000570057** | Nikol Visser | PC/Laptop | None | Internet Explorer | | TIR Missed: | No | 0.62 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Closed | TTR Missed: | No | 0.62 |
| **INC000000570090** | Treva Bell | None | None | None | | TIR Missed: | No | 0.00 |
| Metro B Desktop Support | Anthony Booyse | Human Services | | Low | Closed | TTR Missed: | No | 0.11 |
| **INC000000570110** | Andrea Strode | Application | Error | SAFE | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.72 |
| **INC000000570290** | Cyndi Cox | None | None | None | | TIR Missed: | Yes | 13.36 |
| Application Services | Chad D Fowers | Human Services | | Low | Resolved | TTR Missed: | Yes | 13.36 |
| **INC000000570361** | Lana Kopecky | Remote Connectivity | Performance | None | | TIR Missed: | No | 0.13 |
| Network Operations | Michael Ostrander | Human Services | | Low | Closed | TTR Missed: | Yes | 7.13 |
| **INC000000570500** | Ron Mervis | None | None | Microsoft Windows 7 | | TIR Missed: | Yes | 1.43 |
| Rural North Desktop Support | Lori Hartzell | Human Services | | Low | Resolved | TTR Missed: | No | 1.43 |
| **INC000000570580** | Mary Ferrell | None | None | None | | TIR Missed: | No | 0.45 |
| Enterprise Security | Garry Gregson | Human Services | | Low | Closed | TTR Missed: | No | 0.74 |
| **INC000000570705** | Laureen Wilson | Application | None | None | | TIR Missed: | No | 0.24 |
| Rural Central Desktop Support | John Donaldson | Human Services | | Low | Closed | TTR Missed: | No | 0.48 |
| **INC000000570737** | Melissa Anderson | Mobile Devices | None | None | | TIR Missed: | No | 0.17 |
| Application Services | Dustin Crump | Human Services | | Low | Resolved | TTR Missed: | No | 0.32 |
| **INC000000570995** | Mary Lou Harvey | Application | None | None | | TIR Missed: | No | 0.09 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.10 |
| **INC000000571051** | Lorri Steadman | None | None | Finance Data Warehouse | | TIR Missed: | No | 0.59 |
| Rural Central Desktop Support | John Donaldson | Human Services | | Low | Closed | TTR Missed: | No | 0.66 |
| **INC000000571095** | Luanne Endres | Application | Error | SAFE | | TIR Missed: | No | 0.65 |
| Rural South Desktop Support | Ryan Bennett | Human Services | | Low | Resolved | TTR Missed: | No | 0.65 |
| **INC000000571141** | Aubrey Atkinson | None | None | None | | TIR Missed: | Yes | 3.68 |
| Metro C Desktop Support | Ken Knobel | Human Services | | Low | Closed | TTR Missed: | Yes | 8.54 |
| **INC000000571307** | Jeri Boyle | PC/Laptop | None | None | | TIR Missed: | Yes | 1.38 |
| Rural Central Desktop Support | Troy Morris | Human Services | | Low | Closed | TTR Missed: | No | 1.38 |
| **INC000000571526** | Raitos Archuleta | None | None | None | | TIR Missed: | No | 0.52 |
| Application Services | Tony Larsen | Human Services | | Low | Closed | TTR Missed: | No | 0.80 |
| **INC000000571527** | Astrid Sherrow | Application | None | Novell GroupWise | | TIR Missed: | No | 0.77 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.79 |
| **INC000000571537** | Carol Black | Server | Performance | None | | TIR Missed: | No | 0.58 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.62 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000571538** | Priscilla Sobremonte | None | None | ZENworks for Desktops | | TIR Missed: No | 0.57 |
| Rural South Desktop Support | Lane Adams | Human Services | | Low | Closed | TTR Missed: No | 0.57 |
| **INC000000571624** | Amaitsa Livoyochi | None | None | None | | TIR Missed: No | 0.18 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.19 |
| **INC000000571667** | Peggy Thacker | Application | Error | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Todd Hardy | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000571897** | Justina Flesher | None | None | None | | TIR Missed: No | 0.48 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.51 |
| **INC000000571912** | Stephen Arnold | PC/Laptop | Performance | None | | TIR Missed: No | 0.13 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: No | 0.80 |
| **INC000000571961** | Josephine Ishaya | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.62 |
| Rural North Desktop Support | Lori Hartzell | Human Services | | Low | Closed | TTR Missed: No | 0.62 |
| **INC000000571988** | Tammie Godfrey | Application | None | None | | TIR Missed: No | 0.20 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.20 |
| **INC000000572040** | Jeffery Schofield | Application | Password | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | | Low | Closed | TTR Missed: No | 0.88 |
| **INC000000572074** | Allen Hill | Application | None | Gmail | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.20 |
| **INC000000572092** | Lana Kopecky | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Hosting | Curtis Parker | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572110** | Brandon Finlayson | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572111** | Brandon Finlayson | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572113** | Subrina Jude | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.36 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.73 |
| **INC000000572129** | Sione Kinikini | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572160** | Michelle Briseno | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572163** | Kurtis Bacciocco | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | | Low | Closed | TTR Missed: No | 0.96 |
| **INC000000572186** | Lee Kampman | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | | Low | Closed | TTR Missed: No | 0.99 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000572277** | Jessica Gallegos | Application | Password | RSA SecurID Software Token | TIR Missed: | Yes | 1.02 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 1.19 |
| **INC000000572288** | Lena Morgan | Application | Password | Utah Master Directory | TIR Missed: | No | 0.00 |
| Help Desk | James Stearns | Human Services | Low | Closed | TTR Missed: | No | |
| **INC000000572303** | Mary Ferrell | PC/Laptop | None | None | TIR Missed: | No | 0.01 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 1.89 |
| **INC000000572312** | Linda Boyd-Melancon | None | None | PGP | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572315** | Laurie Adams | Network | Password | None | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572344** | Justin Rowley | Network | Password | IManager | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572345** | Loretta Galvan | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572356** | Skyla Allen | None | None | Novell GroupWise | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572360** | Kris Hansen | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572365** | Frank Bedolla | PC/Laptop | None | None | TIR Missed: | No | 0.11 |
| Metro B Desktop Support | Anthony Booyse | Human Services | Low | Closed | TTR Missed: | No | 2.19 |
| **INC000000572371** | Doug Thomas | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572378** | Tamera Weis | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572388** | Lori Hills | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572407** | Pam Madsen | Network | Incident | None | TIR Missed: | No | 0.33 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.87 |
| **INC000000572415** | Larry Mendez | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572420** | Verna Sorenson | Application | Error | None | TIR Missed: | No | 0.00 |
| Rural South Desktop Support | Lance Nay | Human Services | Low | Closed | TTR Missed: | No | |
| **INC000000572432** | Karin Raso | None | None | IPCC Express | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.07 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000572445** | Michael Murdock | Application | Password | Utah Master Directory | | TIR Missed: No | 0.18 |
| Help Desk | | Eileen Dubach | Human Services | Low | Closed | TTR Missed: No | 0.18 |
| **INC000000572449** | Jaimee Little | Application | Error | Novell GroupWise | | TIR Missed: No | 0.57 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.65 |
| **INC000000572458** | Ruth Timothy | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572459** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572465** | Janis Widdison | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.05 |
| **INC000000572467** | Michelle Naylor | None | None | Adobe Acrobat | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572470** | Candice Carroll | Application | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.68 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.90 |
| **INC000000572473** | Kristy Bate | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.08 |
| Voice Operations | | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 0.57 |
| **INC000000572481** | Deann Richins | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572495** | Linda Lee | PC/Laptop | None | None | | TIR Missed: No | 0.39 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 1.83 |
| **INC000000572503** | Violet Secrest | Application | Password | PGP | | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572510** | Larry Mendez | Network | Incident | None | | TIR Missed: No | 0.19 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 1.21 |
| **INC000000572513** | Sherrie Pendleton | None | None | None | | TIR Missed: No | 0.31 |
| Operations Production Control | | Cal Brinton | Human Services | Low | Closed | TTR Missed: No | 0.31 |
| **INC000000572516** | Laura Pare | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.12 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.35 |
| **INC000000572537** | JoAnn Maxwell | Application | Error | Novell GroupWise | | TIR Missed: No | 0.43 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.43 |
| **INC000000572540** | Warren Malupo | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000572552** | Wendy Ludlow | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000572557** | Dave Rigby | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572563** | David Solum | Network | Incident | None | | TIR Missed: | Yes | 2.94 |
| | Network Operations | Kelli Okumura | Human Services | Low | Closed | TTR Missed: | Yes | 6.30 |
| **INC000000572565** | Kimberly Saxton | Application | Error | Medicaid Managed Care Systen | | TIR Missed: | No | 0.12 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.68 |
| **INC000000572568** | David Solum | Application | Reporting | None | | TIR Missed: | Yes | 1.26 |
| | Capitol Hosting | Patrick Funk | Human Services | Low | Closed | TTR Missed: | No | 1.46 |
| **INC000000572572** | Noela Karza | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572575** | Mary Burris | None | None | Internet Explorer | | TIR Missed: | No | 0.82 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | 0.82 |
| **INC000000572595** | Misty Crawford | None | None | None | | TIR Missed: | No | 0.70 |
| | Rural North Desktop Support | Dane Smith | Human Services | Low | Closed | TTR Missed: | No | 0.70 |
| **INC000000572611** | Rachel Wilkinson | PC/Laptop | Performance | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572613** | Audrena Merrell | Application | Error | SAFE | | TIR Missed: | No | 0.47 |
| | Rural South Desktop Support | Lance Nay | Human Services | Low | Closed | TTR Missed: | No | 0.59 |
| **INC000000572630** | Jaffa Solomon | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572634** | Lisa Ortega | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.04 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.15 |
| **INC000000572635** | Samuel Giovanini | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572647** | Greg Hullinger | None | None | None | | TIR Missed: | No | 0.27 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | 0.27 |
| **INC000000572652** | Nancy Alfaro | None | None | ZENworks for Desktops | | TIR Missed: | No | 0.76 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Resolved | TTR Missed: | Yes | 55.25 |
| **INC000000572656** | Nels Holmgren | Application | Error | State Payroll Time Entry Systen | | TIR Missed: | Yes | 1.11 |
| | Metro B Desktop Support | Austin Farey | Human Services | Low | Resolved | TTR Missed: | No | 4.85 |
| **INC000000572692** | Dori Wintle | Application | Error | Novell GroupWise | | TIR Missed: | No | 0.59 |
| | Application Services | Tony Larsen | Human Services | Low | Closed | TTR Missed: | Yes | 23.88 |
| **INC000000572731** | Sandra Wissa | PC/Laptop | None | None | | TIR Missed: | No | 0.58 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Closed | TTR Missed: | No | 4.25 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000572732** | Amanda Best | Network | Incident | None | | TIR Missed: | Yes | 2.56 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Closed | TTR Missed: | No | 2.56 |
| **INC000000572735** | Tyrece Lau | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Help Desk | Eileen Dubach | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572741** | Bart Mason | None | None | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572746** | Brenda McBride | Network | Password | Novell eDirectory | | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572754** | Heidi Trujillo | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | Yes | 2.80 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: | No | 2.81 |
| **INC000000572757** | Christy Van Buskirk | Telecom | None | None | | TIR Missed: | No | 0.14 |
| Voice Operations | Gail Christiansen | Human Services | | Low | Closed | TTR Missed: | No | 0.14 |
| **INC000000572768** | Emmie Russom | Application | None | Payment Tracking System | | TIR Missed: | No | 0.56 |
| Metro B Desktop Support | Peter Musser | Human Services | | Low | Closed | TTR Missed: | No | 1.39 |
| **INC000000572792** | Melanie Reynolds | None | None | None | | TIR Missed: | No | 0.00 |
| Operations Production Control | Cal Brinton | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572795** | Julie Leyden | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.16 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.37 |
| **INC000000572798** | Gayla Reinhardt | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572811** | Cassandra Green | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572822** | Deena Ott | Application | Error | State Payroll Time Entry Systen | | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572824** | Scott Richman | None | None | None | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572826** | Gayla Reinhardt | None | None | None | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572835** | Jamie Strong | None | None | Novell GroupWise | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Troy Morris | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572850** | Heidi Jones | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572854** | Les Carter | Telecom | None | None | | TIR Missed: | No | 0.15 |
| Application Services | Dustin Crump | Human Services | | Low | Closed | TTR Missed: | No | 1.06 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000572862** | Kelli Karpakis | Application | Password | RSA SecurID Software Token | TIR Missed: | No | 0.28 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.77 |
| **INC000000572864** | Robin Bean | Application | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572882** | David Detorres | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572883** | Emmie Russom | Application | Error | ZENworks for Desktops | TIR Missed: | No | 0.48 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.62 |
| **INC000000572887** | Patty Phillips | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572892** | Arianna M Brown | PC/Laptop | Hardware | None | TIR Missed: | No | 0.23 |
| Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | 0.66 |
| **INC000000572895** | Jody Eby | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572896** | Deena Ott | Application | None | Utah Master Directory | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572901** | Tiara Behunin | Application | Password | Utah Master Directory | TIR Missed: | No | 0.36 |
| Help Desk | Eileen Dubach | Human Services | Low | Closed | TTR Missed: | No | 0.36 |
| **INC000000572908** | Annette Garcia | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | Eileen Dubach | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572916** | Cara Webb | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572917** | Audrena Merrell | Telecom | None | None | TIR Missed: | No | 0.43 |
| Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: | No | 0.43 |
| **INC000000572918** | Tony Khammanivong | Application | Password | State Payroll Time Entry System | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572923** | Jody Eby | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572932** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000572941** | Mike Hebdon | None | None | BlueZone | TIR Missed: | No | 0.06 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.06 |
| **INC000000572945** | Subrina Jude | Application | None | None | TIR Missed: | No | 0.20 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: | No | 0.20 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000572979** | Sherrie Pendleton | None | None | None | | TIR Missed: | No | 0.00 |
| | Operations Production Control | Lester Aoki | Human Services | Low | Closed | TTR Missed: | No | |
| **INC000000572986** | Shauna Hair | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.11 |
| **INC000000572989** | Mele Mavae | Application | Password | Utah Master Directory | | TIR Missed: | No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573005** | Mary White | None | None | None | | TIR Missed: | No | 0.00 |
| | Voice Operations | Gail Christiansen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573030** | Lisa Lewis | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573034** | Shylo Pickeral | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573049** | Debra Dopp | None | None | RSA SecurID Software Token | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573050** | Marcie Valenzuela | Telecom | None | None | | TIR Missed: | No | 0.14 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | High | Closed | TTR Missed: | No | 0.14 |
| **INC000000573056** | Bridgette Mair | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 1.81 |
| **INC000000573061** | Leslie Sharaf | Application | Password | PGP | | TIR Missed: | No | 0.26 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 1.56 |
| **INC000000573083** | Karin Raso | Telecom | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573096** | Jessica Gallegos | None | None | RSA SecurID Software Token | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573105** | Candy Price | Application | Error | None | | TIR Missed: | No | 0.69 |
| | Rural South Desktop Support | Lane Adams | Human Services | Low | Closed | TTR Missed: | No | 0.69 |
| **INC000000573131** | Tiffany Quintana | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573133** | Kendall Johnson | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573140** | Amanda Brough | None | None | PGP | | TIR Missed: | No | 0.12 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: | No | 0.73 |
| **INC000000573154** | Barbara Boswell | Mobile Devices | Error | Novell GroupWise PDA Connec | | TIR Missed: | Yes | 1.18 |
| | Application Services | Dustin Crump | Human Services | Low | Closed | TTR Missed: | No | 1.40 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000573162** | Byron Woodland | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573173** | Emmie Russom | None | None | None | | TIR Missed: No | 0.14 |
| Metro B Desktop Support | | Anthony Booyse | Human Services | Low | Closed | TTR Missed: No | 0.44 |
| **INC000000573180** | Erika L Marks | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573183** | Melissa Baide | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573194** | Casey Stillman | Application | Error | SAFE | | TIR Missed: No | 0.70 |
| Rural Central Desktop Support | | Troy Morris | Human Services | Low | Closed | TTR Missed: No | 1.55 |
| **INC000000573197** | David Solum | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573199** | Michelle Hauck | None | None | None | | TIR Missed: No | 0.33 |
| Metro B Desktop Support | | Anthony Booyse | Human Services | Low | Closed | TTR Missed: No | 1.38 |
| **INC000000573205** | Dorie Farah | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573220** | Laureen Wilson | Network | Incident | None | | TIR Missed: No | 0.39 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.77 |
| **INC000000573221** | Vern Greenhalgh | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573223** | Laureen Wilson | Network | Incident | None | | TIR Missed: No | 0.38 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.76 |
| **INC000000573225** | Laureen Wilson | Network | Incident | None | | TIR Missed: No | 0.35 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.72 |
| **INC000000573228** | Laureen Wilson | Network | Incident | None | | TIR Missed: No | 0.25 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.29 |
| **INC000000573229** | Janet Welling | None | None | Droid | | TIR Missed: No | 0.10 |
| Application Services | | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 2.23 |
| **INC000000573231** | Laureen Wilson | Network | Incident | None | | TIR Missed: No | 0.31 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.67 |
| **INC000000573245** | Eric Freeman | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.14 |
| Voice Operations | | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 0.48 |
| **INC000000573264** | Bryant Christlieb | None | None | None | | TIR Missed: No | 0.24 |
| Metro B Desktop Support | | Tyler Pearce | Human Services | Low | Closed | TTR Missed: No | 1.09 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000573269** | Jana Darling | Application | Password | DB2 Query Management Facilit | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573271** | Taylor Stark | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573278** | Ivana Meandzija | Application | None | Contract Approval Payment Sys | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573284** | Kayla Maxfield | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573290** | Kris Wisdom | Application | Password | Remedy Service Request Mana | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573296** | Maria Gonzalez | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573313** | Sean T Orton | Telecom | Dial Tone | Telephone | TIR Missed: | No | 0.18 |
| Voice/Data/WAN Services | Art Scott | Human Services | Low | Closed | TTR Missed: | No | 1.86 |
| **INC000000573336** | Marianne Davis | Application | None | SAFE | TIR Missed: | No | 0.10 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.24 |
| **INC000000573349** | Melisa Bruch | Network | Password | PGP | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573356** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573360** | Richard Berry | Application | None | None | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573377** | Joshua Oberndorfer | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573381** | Mike Derbidge | None | None | None | TIR Missed: | No | 0.25 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.28 |
| **INC000000573388** | Trisha Coburn | PC/Laptop | Performance | None | TIR Missed: | Yes | 1.18 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: | No | 3.83 |
| **INC000000573395** | Taylor Stark | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573400** | Angela Schmith | Application | Password | DB2 Query Management Facilit | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573406** | Ming Wang | Application | Error | Novell GroupWise | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000573439** | Ming Wang | None | None | Novell GroupWise | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573456** | Mary Lou Warner | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573460** | Emma Montoya | None | None | None | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573463** | Jim Van Zant | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573465** | Ryan Rasmussen | None | None | None | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573477** | Angela Robbins | Network | Performance | Novell eDirectory | | TIR Missed: | No | 0.85 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: | No | 1.60 |
| **INC000000573478** | Carolyn Barrett | Application | Error | PGP | | TIR Missed: | No | 0.14 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | | TTR Missed: | No | 0.21 |
| **INC000000573483** | Shirley Bingham | PC/Laptop | None | None | | TIR Missed: | No | 0.25 |
| Metro B Desktop Support | Anthony Booyse | Human Services | Low | Closed | | TTR Missed: | No | 0.54 |
| **INC000000573492** | Colleen Smith | Network | Incident | None | | TIR Missed: | Yes | 1.33 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: | No | 1.42 |
| **INC000000573503** | Terri Dixon | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573509** | Bonnie Northrup | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573535** | Dorothy Maw | Network | Error | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573541** | Dot Clayton | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573547** | Marcie Rogers | Network | Incident | None | | TIR Missed: | No | 0.86 |
| Rural South Desktop Support | Lane Adams | Human Services | Medium | Closed | | TTR Missed: | No | |
| **INC000000573547** | Marcie Rogers | Network | Incident | None | | TIR Missed: | No | 0.86 |
| Rural South Desktop Support | Lane Adams | Human Services | Medium | Closed | | TTR Missed: | No | 0.86 |
| **INC000000573565** | Stephen Shafer | Mobile Devices | Error | Droid | | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000573583** | Misty Bringhurst | PC/Laptop | Performance | None | | TIR Missed: | No | 0.31 |
| Rural South Desktop Support | Lane Adams | Human Services | Low | Resolved | | TTR Missed: | No | 0.31 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000573584** | Vern Greenhalgh | Application | Error | Office of Recovery Services Infc | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573590** | John Kindred | None | None | None | | TIR Missed: | No | 0.00 |
| Metro B Desktop Support | Peter Musser | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573591** | Kathy Tollett | Application | None | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573592** | Robert Gordon | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.53 |
| Metro B Desktop Support | Sean Chadbourne | Human Services | | Low | Closed | TTR Missed: | No | 0.53 |
| **INC000000573597** | Laree Bybee | Application | None | SAFE | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573615** | Angie Chavez | Network | Error | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573620** | Lena Morgan | Application | Password | Employee Gateway | | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573637** | Laadan Gharagozloo | Network | Error | None | | TIR Missed: | No | 0.14 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: | No | 0.14 |
| **INC000000573642** | Chris Lerwill | Application | None | Gmail | | TIR Missed: | No | 0.40 |
| Technical Lead/Project Manager | Martin Gonzalez | Human Services | | Low | Closed | TTR Missed: | No | 4.41 |
| **INC000000573650** | Marty Shannon | None | None | Microsoft Office | | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Ed Conrad | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573672** | Kathie Lilenquist | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573697** | Mel Huefner | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573705** | Sione Kinikini | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573707** | David M Ward | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573708** | Nathan Medina | Network | Incident | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573717** | Lisa Bruno | None | None | None | | TIR Missed: | No | 0.00 |
| Metro A Desktop Support | Mike Beynon | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000573719** | Lisa Bruno | None | None | None | | TIR Missed: | No | 0.00 |
| Metro A Desktop Support | Mike Beynon | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000573738** | Laree Bybee | Application | None | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573743** | Chuck Berglund | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573754** | Janis Hurst | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573763** | Shamayne Russell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573771** | Chris Wride | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573780** | Rick H Hansen | None | None | ZENworks for Desktops | | TIR Missed: No | 0.07 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.11 |
| **INC000000573798** | Dennis Manley | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573801** | Polly Colbert | None | None | None | | TIR Missed: No | 0.03 |
| | Metro B Desktop Support | Mike Wilde | Human Services | Low | Closed | TTR Missed: No | 5.68 |
| **INC000000573810** | Jim Van Zant | Application | Error | State Payroll Time Entry Systen | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573815** | Janis Widdison | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.34 |
| **INC000000573821** | Tiffany Quintana | Application | Password | RSA SecurID Software Token | | TIR Missed: No | 0.08 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.28 |
| **INC000000573827** | Emilee Beers | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | |
| **INC000000573837** | Christine Hammack | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573842** | Jill Richan | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000573844** | Lory Pond | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | |
| **INC000000573849** | Nanon Talley | None | None | SAFE | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573872** | Rod Barney | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.30 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 1.72 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000573881** | Joan Charter | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573886** | Peter Johansson | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573898** | Laurie Adams | Telecom | Feature | Telephone | | TIR Missed: No | 0.75 |
| Voice Operations | Julie Sabato | Human Services | | Low | Closed | TTR Missed: No | 0.75 |
| **INC000000573911** | Mark Scott | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573918** | Pam Lee | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573920** | Peter Smith | Application | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573924** | Pam Lee | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573932** | Scheila Beekhuizen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573944** | Angie Shaw | Application | Error | Microsoft Windows XP Professi | | TIR Missed: No | 0.15 |
| Metro B Desktop Support | Jay Locker | Human Services | | Low | Closed | TTR Missed: No | 0.49 |
| **INC000000573952** | Bridgette Mair | Network | Error | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573953** | Michele Garrick | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573966** | Leann Wilber | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 1.05 |
| **INC000000573975** | Tiffany Daines | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.02 |
| **INC000000573978** | Carol Kendall | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000573985** | Casey Preece | Application | None | Utah Statewide Immunization In | | TIR Missed: Yes | 6.00 |
| USIIS Tech Support | Yukiko Yoneoka | Human Services | | Low | Closed | TTR Missed: No | 6.00 |
| **INC000000573991** | Trudy Decantu | Application | Error | SAFE | | TIR Missed: No | 0.88 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 1.07 |
| **INC000000573994** | Tonya Meade | Network | Incident | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000574008** | Skyla Allen | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574013** | Callie Gallacher | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574014** | Vickie Nelson | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.16 |
| Voice Operations | Gail Christiansen | Human Services | | Low | Closed | TTR Missed: No | 0.16 |
| **INC000000574044** | Paula May | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574063** | Goran Fejic | None | None | PGP | | TIR Missed: No | 0.12 |
| Metro B Desktop Support | Peter Musser | Human Services | | Low | Closed | TTR Missed: No | 2.72 |
| **INC000000574078** | Kay Layton | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.53 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: No | 1.11 |
| **INC000000574163** | Sharon Timmons | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574167** | Alicia Nugent | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574176** | Mavanie Vein | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574184** | Tamie Hamblin | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574185** | Kathy Bruner | PC/Laptop | Performance | None | | TIR Missed: No | 0.11 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: No | 1.65 |
| **INC000000574186** | Stephanie Quintana | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574187** | Stephanie Quintana | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574198** | Calleen Chivers | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574211** | Stacey Gleed | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574223** | Tammy W Harris | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574265** | Justina Flesher | Application | Password | Novell GroupWise | | TIR Missed: No | 0.42 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.46 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000574273** | T Johnson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574304** | Sean Kent | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574318** | Justina Flesher | Network | None | Novell ConsoleOne | | TIR Missed: No | 0.22 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.69 |
| **INC000000574325** | Sonnie Yudell | Application | None | None | | TIR Missed: No | 0.38 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.38 |
| **INC000000574387** | Ceci Castillo | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.38 |
| | Voice Operations | James Gifford | Human Services | Low | Closed | TTR Missed: No | 0.38 |
| **INC000000574398** | Marie Rodriguez | None | None | BMI | | TIR Missed: No | 0.57 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 4.58 |
| **INC000000574444** | Tlynn Johnson | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574448** | Verlyn Pindell | Application | Error | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.57 |
| **INC000000574455** | Lisa Bruno | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574467** | David valdez | PC/Laptop | Password | Novell GroupWise 32-bit Windo | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574479** | Heber Tippetts | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574488** | Chris Metcalf | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574509** | Scheila Beekhuizen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574514** | Rosalva Guzman | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574518** | Gretchen Howell | Telecom | None | Telephone | | TIR Missed: No | 0.30 |
| | Voice Operations | Gail Christiansen | Human Services | Low | Closed | TTR Missed: No | 0.30 |
| **INC000000574541** | Jody Eby | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574547** | Chelsea Montgomery | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000574555** | Tammy Scarbrough | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574556** | Jane E Dahl | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574560** | Delilah Thomas | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574605** | Toby Vlaanderen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574613** | Julie Root | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574625** | Julie Root | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574649** | Judy Alice Harrington | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574674** | Ivana Meandzija | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574675** | Ivana Meandzija | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574676** | Ivana Meandzija | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574677** | Ivana Meandzija | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574678** | Ivana Meandzija | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574679** | Ivana Meandzija | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574682** | Vern Greenhalgh | None | None | Google Chrome | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574686** | Tonia Turpin | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | | James Stearns | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574692** | John Zizumbo | PC/Laptop | Error | Adobe Reader | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.37 |
| **INC000000574706** | Christine Deary | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000574729** | Tiffani Diamond | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | TTR Missed: | No | |
| **INC000000574730** | Jody Eby | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574731** | Lisa Bennett | Application | Reporting | Novell GroupWise | | TIR Missed: | No | 0.42 |
| | Application Services | Martin Gonzalez | Human Services | Low | Closed | TTR Missed: | Yes | 11.71 |
| **INC000000574733** | Stephanie Hovat | Application | Password | DB2 Query Management Facility | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574743** | Michael Murdock | Application | Error | None | | TIR Missed: | No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574764** | Debbie Booth | PC/Laptop | Performance | None | | TIR Missed: | No | 0.64 |
| | Metro B Desktop Support | Anthony Booyse | Human Services | Low | Resolved | TTR Missed: | No | 0.74 |
| **INC000000574771** | Kati Wheatley | Application | Error | Novell GroupWise | | TIR Missed: | No | 0.25 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.88 |
| **INC000000574782** | Mike Hadley | Application | Error | Novell GroupWise | | TIR Missed: | No | 0.32 |
| | Application Services | Martin Gonzalez | Human Services | Low | Closed | TTR Missed: | Yes | 6.92 |
| **INC000000574795** | Jill Stewart | None | None | Novell GroupWise | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574808** | Curtis Giles | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574810** | Tom Medina | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574817** | Rebel Smith | Application | Password | DB2 Query Management Facility | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574830** | Jackie Languet | Application | Password | eFIND/eSHARE | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574837** | Jackie Languet | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro A Help Desk | Edward Fortner | Human Services | Low | Closed | TTR Missed: | No | 0.51 |
| **INC000000574838** | Sheryl Poole | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574842** | Jill Colvin | Network | None | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000574853** | Jenessa Crowton | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000574860** | Celeste LaBorde | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.19 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: No | 0.91 |
| **INC000000574875** | Tiffany Sandberg | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574877** | Billie Bell | None | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Tyler Pearce | Human Services | | Low | Resolved | TTR Missed: No | 0.53 |
| **INC000000574883** | Laurie Vigil | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574884** | Laurie Vigil | Network | Incident | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574887** | Maggie Noyes | Application | Error | Citrix ICA Client | | TIR Missed: No | 0.06 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.19 |
| **INC000000574910** | Jenny Nicholas | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Troy Morris | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574914** | Jill V Bell | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.14 |
| Metro C Help Desk | Ross Owen | Human Services | | Low | Closed | TTR Missed: No | 0.14 |
| **INC000000574915** | Annie Baum | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Troy Morris | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574939** | Darrell Romney | Application | Password | Novell GroupWise 32-bit Windo | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000574983** | Monica Hernandez | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575025** | Amber Wilson | Application | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575139** | Lori Johnson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575160** | Chris Wride | Application | Password | RSA SecurID Software Token | | TIR Missed: No | 0.08 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.08 |
| **INC000000575162** | Emmie Russom | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: No | 0.47 |
| **INC000000575165** | Michelle Moss | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.02 |
| **INC000000575173** | Doreen Morgan | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.03 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000575191** | Sherrie Pendleton | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575192** | Colleen Garrett | None | None | ZENworks for Desktops | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Closed | TTR Missed: No | 4.50 |
| **INC000000575194** | Linda Baggs | None | None | None | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | TTR Missed: No | |
| **INC000000575195** | Don Thompson | Application | None | ZENworks for Desktops | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575200** | Karla Kallas | Application | Error | RSA SecurID Software Token | TIR Missed: | No | 0.28 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.28 |
| **INC000000575201** | Chris Wride | None | None | RSA SecurID Software Token | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.41 |
| **INC000000575203** | Janie Lopez | Application | Password | Office of Recovery Services Infc | TIR Missed: | No | 0.25 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.25 |
| **INC000000575205** | Susan Eddy | Application | Password | DB2 Query Management Facilit | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575223** | Janene Parry | Application | None | Novell GroupWise | TIR Missed: | No | 0.30 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: N/A | |
| **INC000000575248** | Karla Kallas | None | None | RSA SecurID Software Token | TIR Missed: | No | 0.86 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 1.10 |
| **INC000000575256** | Jessica Gallegos | None | None | RSA SecurID Software Token | TIR Missed: | No | 0.84 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 1.41 |
| **INC000000575265** | Emma Montoya | PC/Laptop | None | None | TIR Missed: | No | 0.16 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 1.82 |
| **INC000000575285** | Kasia Brill | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575291** | Dot Clayton | Application | Password | Citrix ICA Client | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575298** | Don Thompson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575306** | Carmen Negron | Application | Password | Microsoft Windows XP Professic | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575311** | Ceci Castillo | Telecom | Voice Mail | None | TIR Missed: | No | 0.20 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 1.11 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000575321** | Bronson Black | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575334** | Liesa Stockdale | Network | Error | None | | TIR Missed: | No | 0.18 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.23 |
| **INC000000575351** | Janie Lopez | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575352** | Julie Thomson | PC/Laptop | Error | Microsoft Windows 7 | | TIR Missed: | No | 0.21 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | TTR Missed: | No | 0.21 |
| **INC000000575355** | Dot Clayton | Application | None | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575357** | Heidy Smith | PC/Laptop | Performance | None | | TIR Missed: | No | 0.00 |
| | Help Desk | Eileen Dubach | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575371** | Leslee Butterfield | Print/Copy/Scan/Fax | None | None | | TIR Missed: | Yes | 1.24 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 1.24 |
| **INC000000575374** | Elizabeth Wright | PC/Laptop | Error | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575382** | Silvia Romero | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575399** | Penny Rice | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575406** | Yanoula Dounias | Network | None | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575408** | Scheila Beekhuizen | Application | None | ZENworks for Desktops | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575413** | Lamont Felt | Mobile Devices | None | Droid | | TIR Missed: | No | 0.04 |
| | Help Desk | Sarah Johnson | Human Services | Low | Closed | TTR Missed: | No | 0.35 |
| **INC000000575423** | Patricia Madrid | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575434** | Carrie Worthen | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575436** | Jeffery Harris | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000575437** | Tara Lewis | PC/Laptop | None | None | | TIR Missed: | No | 0.17 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | TTR Missed: | No | 0.17 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000575454** | Saori Phouthavongsay | Application | Password | PGP | | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575463** | Lori Hughes | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: | No | 0.37 |
| Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Closed | | TTR Missed: | No | 1.25 |
| **INC000000575479** | Lisa Green | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: | No | 0.73 |
| Metro A Desktop Support | Mike Beynon | Human Services | Low | Closed | | TTR Missed: | No | 1.87 |
| **INC000000575481** | Beth Greenleaf | PC/Laptop | Error | Microsoft Windows 7 | | TIR Missed: | No | 0.29 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | | TTR Missed: | No | 0.39 |
| **INC000000575482** | Allen De graw | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Help Desk | Eileen Dubach | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575487** | Natalie Stoddard | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575501** | Corrie Miera | Network | Error | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575503** | Lamont Felt | Mobile Devices | Error | Droid | | TIR Missed: | No | 0.06 |
| Help Desk | Brenda Treadway | Human Services | Low | Closed | | TTR Missed: | No | 0.06 |
| **INC000000575508** | Marty Shannon | Network | None | None | | TIR Missed: | No | 0.11 |
| Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | | TTR Missed: | No | 0.11 |
| **INC000000575524** | Annie Bennett | None | None | None | | TIR Missed: | No | 0.00 |
| Operations Production Control | Cal Brinton | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575554** | Mary Ferrell | Application | None | Internet Explorer | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575555** | Nancy Nixon | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575558** | Elaine Totten | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575559** | Denys Fedotov | Network | None | Cisco AnyConnect VPN Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575576** | Coby Drake | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575577** | Karen Andersen | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000575581** | Alycia Jurgela | None | None | None | | TIR Missed: | No | 0.47 |
| Metro A Desktop Support | Mike Beynon | Human Services | Low | Closed | | TTR Missed: | No | 0.47 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000575585** | Dorie Farah | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575587** | Justina Flesher | Network | None | Novell ConsoleOne | | TIR Missed: No | 0.05 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.11 |
| **INC000000575591** | Richard Cheever | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575599** | Sandra Gleed | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.13 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.15 |
| **INC000000575601** | Debbie Booth | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575608** | Sara Hinckley | None | None | None | | TIR Missed: No | 0.06 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Closed | TTR Missed: No | 0.06 |
| **INC000000575618** | Barbara Boswell | Telecom | None | None | | TIR Missed: Yes | 1.44 |
| | Application Services | Danielle Hood | Human Services | Low | Closed | TTR Missed: No | 3.25 |
| **INC000000575638** | Peggy Major | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575639** | Justina Flesher | None | None | None | | TIR Missed: No | 0.03 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.12 |
| **INC000000575691** | Sarah Pratt | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575704** | Marilee Greenland | Application | Error | SAFE | | TIR Missed: No | 0.57 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Closed | TTR Missed: No | 1.25 |
| **INC000000575711** | Mark Brasher | Mobile Devices | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575712** | Sabrina Fivas | Application | None | SAFE | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575714** | Kathy Butt | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575718** | Alison Dinkelman | Network | None | Novell ConsoleOne | | TIR Missed: No | 0.10 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.91 |
| **INC000000575720** | Lisa D Evans | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575721** | Linda Manning | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000575722** | Tiffany Quintana | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575723** | Tiffany Quintana | None | None | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575727** | Debbie Hyden | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575733** | Steve Jay | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575734** | Melissa Black | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575736** | Julie Bingham | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575740** | Sherri Hernandez | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575743** | Brian C Partridge | Application | Error | None | | TIR Missed: No | 0.63 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.65 |
| **INC000000575747** | Carol Powell | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575764** | Geneann Carlino | None | None | None | | TIR Missed: No | 0.00 |
| | Metro D Help Desk | John Robinson | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575770** | Laraine Sheen | Application | None | SAFE | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | 1.03 |
| **INC000000575788** | Carol Black | Application | Password | Utah Master Directory | | TIR Missed: No | 0.24 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | 0.24 |
| **INC000000575798** | Lyn Frechem | PC/Laptop | Hardware | None | | TIR Missed: No | 0.50 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | TTR Missed: No | 0.50 |
| **INC000000575806** | Lea Reaves | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575810** | Alison Dinkelman | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575813** | Kristan Hernandez | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575821** | Fred Kaufusi | Network | Password | Novell eDirectory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000575829** | Charlene Wilde | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575867** | Lana Stohl | Application | Error | None | | TIR Missed: No | 0.80 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.80 |
| **INC000000575910** | Toni Netzler | None | None | Content Manager - Centralized I | | TIR Missed: No | 0.16 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.18 |
| **INC000000575913** | Lisa Bruno | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575936** | Matthew Hadley | Application | Reporting | Gmail | | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575951** | Christy Van Buskirk | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | | Tyler Pearce | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575954** | Sue Urry | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.84 |
| **INC000000575962** | Stacey Stetson | PC/Laptop | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575987** | Lisa Olson | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.44 |
| **INC000000575991** | Debbie Koew | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000575996** | Christine G Nguyen | Application | None | PGP | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576000** | Sherrie Chynoweth | Application | Password | Novell Messenger | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.21 |
| **INC000000576029** | Mark Brasher | None | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| Application Services | | Danielle Hood | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576030** | Emmie Russom | None | None | PGP | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576036** | Sherrie Pendleton | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576047** | Becky Gallegos | Application | None | IPCC Express | | TIR Missed: No | 0.71 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 1.08 |
| **INC000000576050** | Sherrie Pendleton | None | None | Novell Client for 32-bit Windows | | TIR Missed: No | 0.12 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.57 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000576054** | Jessica Gallegos | Application | Error | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576057** | Rosalva Guzman | None | None | None | | TIR Missed: No | 0.65 |
| Rural North Desktop Support | Ruston McKay | Human Services | | Low | Closed | TTR Missed: No | 0.70 |
| **INC000000576059** | Jim Van Zant | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576067** | Kristy Walker | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576071** | Lori Ramos | Application | Password | Novell Messenger | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576079** | patricia phillips | Application | Password | PGP | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576080** | Kristie M VanWagoner | None | None | PGP | | TIR Missed: No | 0.08 |
| Metro B Desktop Support | Anthony Booyse | Human Services | | Low | Closed | TTR Missed: No | 1.26 |
| **INC000000576092** | Chris Lerwill | Application | None | Novell GroupWise | | TIR Missed: No | 0.01 |
| Application Services | Martin Gonzalez | Human Services | | Low | Closed | TTR Missed: Yes | 19.71 |
| **INC000000576094** | Karen Andersen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576098** | Mary Burgener | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.25 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: No | 2.06 |
| **INC000000576104** | Lisa Araujo | Application | Password | PGP | | TIR Missed: No | 0.08 |
| Rural North Desktop Support | Lori Hartzell | Human Services | | Low | Closed | TTR Missed: No | 0.82 |
| **INC000000576106** | Kym Wilson | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.29 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Closed | TTR Missed: No | 0.29 |
| **INC000000576111** | Terrie Basinger | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576118** | Tonya Myrup | None | None | None | | TIR Missed: No | 0.16 |
| Metro B Desktop Support | Tyler Pearce | Human Services | | Low | Closed | TTR Missed: No | 0.16 |
| **INC000000576121** | Audrena Merrell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576132** | Paula K Douglass | None | None | Novell Messenger | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.39 |
| **INC000000576135** | Brad Parker | Application | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000576140** | Georgina Trujillo | Mainframe | Password | None | | TIR Missed: | No | 0.48 |
| | Operations Production Control | Duane Hardy | Human Services | Low | Closed | TTR Missed: | No | 0.48 |
| **INC000000576142** | Tim Morganson | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | |
| **INC000000576147** | Douglas Benson | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | |
| **INC000000576154** | Kay Layton | None | None | None | | TIR Missed: | No | 0.13 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.17 |
| **INC000000576158** | Sandra Wissa | Network | Error | None | | TIR Missed: | No | 0.09 |
| | Metro B Desktop Support | Stephanie Young | Human Services | Low | Closed | TTR Missed: | No | 0.09 |
| **INC000000576159** | Linda Wininger | Application | Error | PGP | | TIR Missed: | No | 0.12 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.16 |
| **INC000000576184** | Mario Ramos | None | None | Sybase Open Client | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.22 |
| **INC000000576206** | Lucas Dalton | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Closed | TTR Missed: | No | 0.54 |
| **INC000000576207** | Brian Koralewski | EIS Hardware | None | None | | TIR Missed: | No | 0.17 |
| | Strategic Communications | Luis Larios | Human Services | Low | Closed | TTR Missed: | Yes | 7.72 |
| **INC000000576223** | Kelli Karpakis | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576230** | Amy N Brown | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576233** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576241** | Arlene Macanas | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576247** | Sherrie Pendleton | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576249** | Jackie Knight | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576259** | Arlene Thomason | Application | None | Microsoft Windows 7 | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: | No | 1.98 |
| **INC000000576282** | Peter Johansson | Application | Password | PGP | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|---|
| **INC000000576290** | Mark Scott | Print/Copy/Scan/Fax | None | None | | TIR Missed: | No | 0.20 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.22 |
| **INC000000576297** | Elaine Boren-Hess | None | None | PGP | | TIR Missed: | No | 0.09 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | TTR Missed: | No | 0.09 |
| **INC000000576305** | Barbara Ruff | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.38 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.41 |
| **INC000000576310** | Nagareddy Yelti | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576315** | Abel Kanigan | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576320** | Charlyn Child | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576326** | Linda Long | None | None | None | | TIR Missed: | No | 0.08 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.10 |
| **INC000000576345** | Joseph Kruse | Application | None | Novell eDirectory | | TIR Missed: | No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576347** | Lisa Bruno | None | None | None | | TIR Missed: | No | 0.13 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Closed | TTR Missed: | No | 0.13 |
| **INC000000576352** | Lisa Bruno | None | None | None | | TIR Missed: | No | 0.09 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Closed | TTR Missed: | No | 0.09 |
| **INC000000576364** | Timaree Crandell | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.51 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | 0.51 |
| **INC000000576373** | Carmen Negron | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576376** | Marilyn Petty | Application | Password | DB2 Query Management Facility | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576381** | Mavis Stevenson | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576382** | Kathy Anderson | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576385** | Kathy Butt | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576387** | Kathleen Fife | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: | No | |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000576390** | Armanda Dzafic | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576395** | Billie Bell | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Mike Wilde | Human Services | Low | Closed | TTR Missed: | No | 2.23 |
| **INC000000576415** | Geri Evans | Print/Copy/Scan/Fax | None | None | | TIR Missed: | No | 0.14 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: | No | 0.98 |
| **INC000000576429** | Heather Kline-Espinoza | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576445** | Kym Wilson | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: | No | |
| **INC000000576446** | Shancie Nance | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.04 |
| **INC000000576447** | Allyson Dopp | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 1.10 |
| **INC000000576448** | Casey Cole | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.13 |
| **INC000000576463** | Mindy Pearson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576464** | Venice Hampton | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576465** | Patricia Davis | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576472** | Connie Eng | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Lori Hartzell | Human Services | Low | Closed | TTR Missed: | No | 2.22 |
| **INC000000576489** | Shawna Peterson | PC/Laptop | None | None | | TIR Missed: | No | 0.86 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | 0.86 |
| **INC000000576494** | Paula K Douglass | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576515** | Amber McCoy | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576523** | Coby Drake | Application | None | eFIND/eSHARE | | TIR Missed: | No | 0.13 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.39 |
| **INC000000576529** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000576541** | Michele Garrick | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.13 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: No | 0.19 |
| **INC000000576571** | Matthew Cox | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.81 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: No | 0.81 |
| **INC000000576601** | Aimee Olson | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Closed | | TTR Missed: No | 0.02 |
| **INC000000576602** | Martin Roundy | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Closed | | TTR Missed: No | 0.05 |
| **INC000000576604** | Kim L Anderson | Mobile Devices | Error | Droid | | TIR Missed: No | 0.00 |
| Application Services | Dustin Crump | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576609** | Treva Bell | Network | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576613** | Joseph Leiker | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576624** | Bobbette Shepard | Application | Error | Microsoft Word | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576645** | Sione Kinikini | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576652** | Heidi Bergin | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576667** | Kimball Krantz | Application | None | BlueZone | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: No | 0.20 |
| **INC000000576671** | Kimberly Morgan | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | | TTR Missed: No | 0.93 |
| **INC000000576679** | Kristy Bate | Telecom | Voice Mail | None | | TIR Missed: No | 0.00 |
| Voice Operations | Julie Sabato | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576692** | Lisa Aragon | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | | TTR Missed: No | 0.00 |
| **INC000000576694** | Spencer Hall | Application | Error | Gmail | | TIR Missed: No | 0.00 |
| Technical Lead/Project Manager | Martin Gonzalez | Human Services | Low | Closed | | TTR Missed: No | 5.06 |
| **INC000000576695** | Les Roberts | None | None | None | | TIR Missed: No | 0.05 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | | TTR Missed: No | 5.86 |
| **INC000000576701** | Erin H Stephens | None | None | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000576703** | Don Campbell | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576709** | Shirlene McCairns | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576715** | Linda Martinez | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576716** | Lisa Bruno | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576726** | Janie Lopez | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576728** | Terry Jacobsen | Telecom | Voice Mail | None | | TIR Missed: No | 0.06 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 0.25 |
| **INC000000576730** | Peggy Williams | Application | Error | Citrix ICA Client | | TIR Missed: No | 0.04 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.28 |
| **INC000000576745** | Christine G Nguyen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576747** | Reba Nissen | PC/Laptop | Error | None | | TIR Missed: No | 0.15 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.15 |
| **INC000000576755** | Stacy L Petersen | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576769** | Lorri Steadman | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576775** | Tamera Weis | None | None | Content Manager | | TIR Missed: No | 0.02 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.02 |
| **INC000000576777** | Janie Lopez | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576784** | Venice Hampton | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576785** | Christine G Nguyen | Application | None | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576800** | Zlatko Porobic | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576807** | Mark Perry | Application | Error | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000576822** | DJ Hicks | Application | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576827** | Jack L Green | Application | None | Internet Explorer | | TIR Missed: | No | 0.76 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.76 |
| **INC000000576828** | Alexandra Urban | None | None | CapNet | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576836** | Michael Blakey | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576841** | Thomas Smith | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576843** | Ella Lopez | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576848** | Karin Raso | None | None | State Payroll Time Entry System | | TIR Missed: | No | 0.22 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.57 |
| **INC000000576849** | Jolene Durrant | None | None | Novell GroupWise | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576851** | Sandy Miller | None | None | ZENworks for Desktops | | TIR Missed: | No | 0.37 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: | No | 0.50 |
| **INC000000576875** | Timothy Herzog | None | None | None | | TIR Missed: | No | 0.17 |
| | Campus Networking | Jordy Davis | Human Services | Low | Resolved | TTR Missed: | No | 0.17 |
| **INC000000576882** | Justina Flesher | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.55 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.81 |
| **INC000000576884** | Rick Cobia | Application | Reporting | Novell GroupWise | | TIR Missed: | No | 0.18 |
| | Rural North Desktop Support | Neil Smedley | Human Services | Low | Closed | TTR Missed: | No | 0.67 |
| **INC000000576890** | Roger Andra | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.08 |
| | Rural North Desktop Support | Rodney Peterson | Human Services | Low | Resolved | TTR Missed: | No | 0.08 |
| **INC000000576905** | Rick Clements | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000576914** | Bryant Christlieb | PC/Laptop | Error | Novell GroupWise | | TIR Missed: | No | 0.54 |
| | Application Services | Martin Gonzalez | Human Services | Low | Resolved | TTR Missed: | Yes | 16.82 |
| **INC000000576922** | Robert Wimmer | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.05 |
| **INC000000576925** | Katie Jo Redd | Application | Error | Gmail | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | TTR Missed: | No | 0.79 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000576929** | Ana E Broadbent | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.15 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.35 |
| **INC000000576952** | Elizabeth Knight | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576958** | Kris Wisdom | Application | Error | Microsoft Office | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576959** | Ana E Broadbent | Mobile Devices | None | iPhone | | TIR Missed: No | 0.92 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: No | 0.92 |
| **INC000000576963** | Wendy Gore | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000576974** | Rachel Beecher | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Closed | TTR Missed: No | 0.03 |
| **INC000000577004** | Jody Eby | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577010** | Mark Scott | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577013** | Tara jorgenson | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.41 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 1.26 |
| **INC000000577021** | Elaine Boren-Hess | Application | None | Microsoft Excel | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577023** | Laureen Wilson | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577024** | Michael Styles | Application | Error | None | | TIR Missed: No | 0.06 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | TTR Missed: No | 0.27 |
| **INC000000577030** | Trina Ellingson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577048** | Jamie Hinsz | Application | Password | Novell Client for 32-bit Windows | | TIR Missed: Yes | 1.21 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 1.60 |
| **INC000000577051** | Darrell Fairbanks | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577054** | Tricia Jones-Parkin | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 1.42 |
| **INC000000577060** | Tyler C Knudsen | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000577069** | Luanne Endres | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577088** | Tyler C Knudsen | None | None | Microsoft Word | | TIR Missed: | No | 0.11 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: | No | 0.45 |
| **INC000000577102** | Mike Hebdon | None | None | None | | TIR Missed: | No | 0.26 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.44 |
| **INC000000577108** | Jennifer Wagner | None | None | Droid | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577142** | Erika L Marks | None | None | Citrix ICA Client | | TIR Missed: | No | 0.16 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: | No | 0.88 |
| **INC000000577146** | LaRee Oreilly | Mobile Devices | Error | Novell GroupWise PDA Connec | | TIR Missed: | No | 0.50 |
| | Application Services | Dustin Crump | Human Services | Low | Closed | TTR Missed: | No | 0.61 |
| **INC000000577151** | Zlatko Porobic | Application | None | BlueZone | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577161** | Carol Black | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: | No | 0.51 |
| | Application Services | Tony Larsen | Human Services | Low | Closed | TTR Missed: | Yes | 13.15 |
| **INC000000577165** | Nancy Newman | Application | None | Microsoft Excel | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577173** | Lesa Eastes | Application | Error | SAFE | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | TTR Missed: | No | 0.38 |
| **INC000000577184** | Tammy W Harris | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577193** | Ryan Packer | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577203** | Alease Guymon | Application | None | Content Manager | | TIR Missed: | No | 0.06 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.08 |
| **INC000000577210** | Stacie Pohahau | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577223** | Mike Derbidge | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577232** | Marcie Valenzuela | Print/Copy/Scan/Fax | None | None | | TIR Missed: | No | 0.49 |
| | Application Services | Tony Larsen | Human Services | Low | Closed | TTR Missed: | Yes | 15.47 |
| **INC000000577244** | Sandra Reed | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000577246** | Justina Flesher | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577247** | Daniel Valdez | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577254** | Christine Pulliam | None | None | ZENworks for Desktops | | TIR Missed: No | 0.09 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 0.63 |
| **INC000000577264** | Marcie Valenzuela | None | None | Droid | | TIR Missed: No | 0.09 |
| | Application Services | Danielle Hood | Human Services | Low | Closed | TTR Missed: No | 0.56 |
| **INC000000577267** | Ivana Meandzija | Application | None | Contract Approval Payment Sys | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577272** | Theyvena Sanders | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577300** | Effie Keele | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577301** | Christopher Chord | None | None | Sybase Adaptive Server Anywhe | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577316** | Sherranda Garzarelli | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.09 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.09 |
| **INC000000577319** | Sherranda Garzarelli | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577330** | Brian Pali | Application | Error | PGP | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577332** | Heidi Bergin | Application | Error | Gmail | | TIR Missed: No | 0.00 |
| | Application Services | Martin Gonzalez | Human Services | Low | Closed | TTR Missed: No | 0.55 |
| **INC000000577339** | Maciel Perea | Application | None | Internet Explorer | | TIR Missed: No | 0.46 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.46 |
| **INC000000577368** | Loie Hanson | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577372** | Sidney Swain | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577395** | Rafawn Rogers | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000577401** | Roger Andra | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000577405** | Victoria A. Peterson | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577417** | Kathy Hurban | Application | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577421** | Samuel Garlick | Application | None | Gmail | | TIR Missed: | No | 0.00 |
| | Application Services | Martin Gonzalez | Human Services | Low | Closed | TTR Missed: | Yes | 6.71 |
| **INC000000577461** | Joseph Peterson | Application | Reporting | State Payroll Time Entry System | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.27 |
| **INC000000577476** | Gloria Whitesides | Application | None | Office of Recovery Services Infc | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: | No | 2.02 |
| **INC000000577483** | Eva Clarke | None | None | ZENworks for Desktops | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577499** | Lisa Bruno | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577504** | Debra Dopp | None | None | Google Chrome | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.54 |
| **INC000000577519** | Jacki Johansen | Application | Error | Novell GroupWise | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577538** | Curtis Lakey | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Kelly Warren | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577544** | Tom Medina | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577553** | Calleen Chivers | None | None | None | | TIR Missed: | No | 0.10 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: | No | 0.12 |
| **INC000000577555** | Scott Buys | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577558** | Rodney Brown | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577559** | Ming Wang | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577581** | Karen Andersen | Application | Password | ZENworks for Desktops | | TIR Missed: | No | 0.30 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.38 |
| **INC000000577585** | Vicky westmoreland | Mobile Devices | Error | Novell GroupWise PDA Connec | | TIR Missed: | No | 0.24 |
| | Application Services | Dustin Crump | Human Services | Low | Closed | TTR Missed: | No | 0.45 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000577587** | justin valdez | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577597** | Heather Lewis | Application | None | ZENworks for Desktops | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577602** | Julia Kolovich | None | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577603** | Maciel Perea | None | None | Internet Explorer | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.31 |
| **INC000000577609** | Rosemary Mories | PC/Laptop | None | None | TIR Missed: | No | 0.10 |
| Rural Central Desktop Support | John Donaldson | Human Services | | Low | Resolved | TTR Missed: | No | 0.11 |
| **INC000000577613** | Jerad Wallace | PC/Laptop | Error | None | TIR Missed: | Yes | 1.62 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Closed | TTR Missed: | No | 1.62 |
| **INC000000577614** | Justina Flesher | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.12 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.79 |
| **INC000000577619** | Jolene Durrant | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577620** | Jessica Gallegos | None | None | RSA SecurID Software Token | TIR Missed: | No | 0.06 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: | No | 0.06 |
| **INC000000577628** | Skyla Allen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577630** | Jacey Cordon | Application | None | Gmail | TIR Missed: | No | 0.12 |
| Technical Lead/Project Manager | Martin Gonzalez | Human Services | | Low | Closed | TTR Missed: | No | 1.31 |
| **INC000000577633** | Stacie Pohahau | PC/Laptop | Hardware | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | | Low | Closed | TTR Missed: | No | 2.85 |
| **INC000000577638** | Shawna Peterson | None | None | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577639** | Lory Pond | Application | None | ZENworks for Desktops | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | | Low | Closed | TTR Missed: | No | 2.84 |
| **INC000000577641** | Cynthia Vitko | None | None | State Payroll Time Entry System | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577645** | Alene Ortega | Application | Password | Novell GroupWise | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000577651** | Stacy Pierce | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000577652** | Stacie Pohahau | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577658** | Janice Oswald | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577662** | Michele Garrick | None | None | ZENworks for Desktops | | TIR Missed: No | 0.24 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.25 |
| **INC000000577663** | Sandra Reyes | Application | Error | ZENworks for Desktops | | TIR Missed: No | 0.23 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 0.93 |
| **INC000000577664** | Spencer Hall | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577677** | Coby Drake | Application | None | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577705** | Marnie Maxwell | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577707** | Christine Hamontree | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577714** | Valerie King | Application | Password | Staff Information System | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577716** | Marnie Maxwell | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577719** | Thelma Sorensen | None | None | RSA SecurID Software Token | | TIR Missed: No | 0.16 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.53 |
| **INC000000577721** | Chris Morton | Application | Error | None | | TIR Missed: No | 0.08 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.20 |
| **INC000000577731** | Brent Platt | Network | Performance | Novell eDirectory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577754** | Curtis Lakey | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577759** | Karen Grenz | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577762** | Keith Brown | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577767** | Dorie Farah | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000577779** | Kristie Gilson | Print/Copy/Scan/Fax | Paper Jam | None | | TIR Missed: No | 0.07 |
| Metro B Desktop Support | Anthony Booyse | Human Services | | Low | Closed | TTR Missed: No | 0.07 |
| **INC000000577781** | Angelique Anderson | Application | Reporting | Citrix ICA Client | | TIR Missed: No | 0.30 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.47 |
| **INC000000577790** | Chris Crosgrove | Application | Error | Echart | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577810** | Julie Bingham | Application | None | Adobe Connect | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577811** | Boyd Madsen | Network | None | None | | TIR Missed: No | 0.11 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.20 |
| **INC000000577824** | Alexandra Urban | Application | None | None | | TIR Missed: No | 0.48 |
| Metro B Desktop Support | Anthony Booyse | Human Services | | Low | Closed | TTR Missed: No | 0.48 |
| **INC000000577828** | Shannon Rabii | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577830** | Kris Hansen | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577844** | Jennifer M Peterson | Application | Error | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577845** | Byron Woodland | None | None | State Payroll Time Entry Systen | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577851** | Julie Williams | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577859** | Stacie Pohahau | Application | None | BlueZone | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | | Low | Closed | TTR Missed: No | 1.67 |
| **INC000000577865** | Jenni Logan | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577871** | Tracie Carmichael | None | None | PGP | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.19 |
| **INC000000577887** | Martin Roundy | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Human Services | | Low | Closed | TTR Missed: No | 2.06 |
| **INC000000577889** | Kathryn Wright | Mobile Devices | None | None | | TIR Missed: No | 0.71 |
| Application Services | Danielle Hood | Human Services | | Low | Closed | TTR Missed: No | 1.27 |
| **INC000000577901** | Janice Warner - Dabling | Application | Error | Citrix ICA Client | | TIR Missed: No | 0.35 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.41 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000577904** | Luci Kelly | Network | Incident | None | | TIR Missed: No | 0.34 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.61 |
| **INC000000577905** | Terri Fisher | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577912** | Mark Brasher | None | None | Norton AntiVirus | | TIR Missed: No | 0.09 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 2.61 |
| **INC000000577914** | Rea Bartlett | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | 0.58 |
| **INC000000577917** | Amira Latorre | None | None | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577918** | Joseph Williams | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577922** | Kori Reese | Application | Password | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | |
| **INC000000577928** | Gretchen Howell | Network | None | None | | TIR Missed: Yes | 3.60 |
| | Rural South Desktop Support | Lane Adams | Human Services | Low | Resolved | TTR Missed: No | 3.60 |
| **INC000000577930** | Shannon Rabii | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577931** | Tyrece Lau | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577939** | Wendy Cole | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577954** | Christine Peasley | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577959** | Jill Hill | PC/Laptop | None | None | | TIR Missed: No | 0.04 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.92 |
| **INC000000577972** | Alexander Dahmen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.85 |
| **INC000000577973** | Jennifer Wagoner | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000577989** | Gaylene Thomas | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | |
| **INC000000577998** | Jerad Wallace | Application | Password | PGP | | TIR Missed: No | 0.06 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: No | 2.29 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000578009** | Eric Freeman | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.12 |
| Voice Operations | | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 0.18 |
| **INC000000578019** | Rick Birrell | PC/Laptop | Hardware | None | | TIR Missed: No | 0.27 |
| Metro B Desktop Support | | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.27 |
| **INC000000578029** | Shirley Bleazard | Application | Password | State Payroll Time Entry Systen | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578030** | Susan Steffee | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578042** | Eric Bonnett | Mobile Devices | Error | Novell GroupWise PDA Connec | | TIR Missed: No | 0.09 |
| Application Services | | Dustin Crump | Human Services | Low | Closed | TTR Missed: No | 0.66 |
| **INC000000578043** | Kristina Gerlach | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578063** | Trisha Reynolds | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578076** | Trent Kowallis | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578079** | Keith Davis | None | None | None | | TIR Missed: No | 0.19 |
| Metro B Desktop Support | | Sean Chadbourne | Human Services | Low | Closed | TTR Missed: No | 0.19 |
| **INC000000578098** | Dan Barrett | Application | Password | Active Directory | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578109** | Ivana Meandzija | Application | None | Contract Approval Payment Sys | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578118** | Keri Allen | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578129** | Corrie Miera | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578130** | Anna Gibson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578142** | Catherine Barnes | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578158** | Mo Schannon | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 1.17 |
| **INC000000578165** | Lisa Bruno | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.07 |
| Voice/Data/WAN Services | | Art Scott | Human Services | Low | Closed | TTR Missed: No | 0.07 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000578189** | Palmer Depaulis | PC/Laptop | None | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Sean Chadbourne | Human Services | | Low | Closed | TTR Missed: No | |
| **INC000000578198** | Staci Loosemore | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Closed | TTR Missed: No | |
| **INC000000578205** | Debbie X Bowen | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578214** | Matthew Cox | Application | Error | None | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Lance Nay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578237** | Shirlene McCairns | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578239** | Angeline Jacobs | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578240** | Cindy Phillips | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578241** | Cynthia Akins | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578269** | Doreen Morgan | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578273** | Tari Nay | Application | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578279** | Lesley Lundeberg | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578286** | Tlynn Johnson | Network | Password | Novell eDirectory | | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578296** | Fotu Kofutua | Application | None | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578303** | Debbi Orwin | PC/Laptop | Performance | None | | TIR Missed: No | 0.20 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Resolved | TTR Missed: No | 0.23 |
| **INC000000578311** | Jennifer M Peterson | Application | Error | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578315** | David Fast | Application | Error | SAFE | | TIR Missed: No | 0.37 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.37 |
| **INC000000578320** | Keith Brown | Application | Error | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000578322** | Matthew Nielsen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578340** | Shauna Hair | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578341** | Victoria A. Peterson | PC/Laptop | Password | PGP | | TIR Missed: No | 0.02 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.89 |
| **INC000000578348** | Beverly Clark | PC/Laptop | Hardware | None | | TIR Missed: No | 0.23 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 1.34 |
| **INC000000578353** | Bret Hardy | None | None | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578360** | Cathy Valerio | Mobile Devices | Error | None | | TIR Missed: No | 0.54 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 1.12 |
| **INC000000578365** | Beverly Clark | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578374** | Kaylee Dimick | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578380** | Vanessa Jarrell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578384** | Katherine Fryer | None | None | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578386** | Marcy Jensen | Mainframe | None | None | | TIR Missed: No | 0.06 |
| | Metro B Desktop Support | Mike Wilde | Human Services | Low | Closed | TTR Missed: No | 1.12 |
| **INC000000578390** | Amanda nelson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578399** | Michele Garrick | Application | Error | ZENworks for Desktops | | TIR Missed: No | 0.36 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 1.65 |
| **INC000000578407** | Traci Jones | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578421** | Todd Otanez | None | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578428** | Cynthia Aposhian | PC/Laptop | Error | None | | TIR Missed: No | 0.74 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 4.33 |
| **INC000000578429** | Becky Gallegos | None | None | None | | TIR Missed: No | 0.80 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.86 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000578444** | Sarah Pratt | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578450** | Kimball Krantz | None | None | BlueZone | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578462** | Sarah Pratt | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578475** | Sheri M Morris | Application | Error | SAFE | | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578485** | Charri Brummer | Application | Reporting | Microsoft Excel | | TIR Missed: | No | 0.44 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.74 |
| **INC000000578487** | Ellen A Ferolie | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578492** | Susan Clements | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.16 |
| Rural North Desktop Support | Kim Ratushniak | Human Services | | Low | Closed | TTR Missed: | No | 0.16 |
| **INC000000578509** | Tyler C Knudsen | PC/Laptop | Password | None | | TIR Missed: | Yes | 1.13 |
| Rural Central Desktop Support | Ron LeBaron | Human Services | | Low | Closed | TTR Missed: | No | 1.13 |
| **INC000000578516** | Thomas Smith | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578517** | Steven Cox | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578518** | Richard Cheever | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578523** | Betty Anderson | PC/Laptop | Error | None | | TIR Missed: | No | 0.37 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Closed | TTR Missed: | No | 0.45 |
| **INC000000578528** | JJ Glazier | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578541** | Tammy Powell | PC/Laptop | Performance | None | | TIR Missed: | No | 0.00 |
| Rural South Desktop Support | Lance Nay | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578562** | Tyler C Knudsen | None | None | Novell GroupWise | | TIR Missed: | No | 0.90 |
| Rural Central Desktop Support | Ron LeBaron | Human Services | | Low | Closed | TTR Missed: | No | 0.90 |
| **INC000000578573** | Catherine Taylor | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578578** | Justina Flesher | None | None | None | | TIR Missed: | No | 0.18 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | 0.26 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000578591** | Gale Smith | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578612** | Justina Flesher | Application | None | Novell GroupWise | TIR Missed: | No | 0.03 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: | No | 0.17 |
| **INC000000578617** | Talia Egbert | None | None | SAFE | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578629** | Luke Heperi | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | | Eileen Dubach | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578638** | Lori Orton | Mobile Devices | Error | Droid | TIR Missed: | No | 0.19 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.22 |
| **INC000000578639** | Semisi Kofeloa | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | | Brenda Treadway | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578641** | Ryan Sights | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | | James Stearns | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578646** | Anisa Plastow | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578648** | Bryant Christlieb | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578650** | Kristin Hatch | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578651** | Ted Mardesich | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578653** | Katie Mead | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578655** | Laura Austin | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578656** | Roger Anderson | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578657** | Samuel Garlick | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578658** | Lisa Peterson | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |
| **INC000000578660** | Tumu Asuao | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000578661** | Maria Dejesus | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578664** | Julie Burton | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578665** | Lily Villalobos | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578667** | Jayneann Stewart | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578668** | Matthew Pitts | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578670** | Bradley Nielson | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578672** | Elizabeth Newren | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578673** | Undraa Montanez | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578675** | Ryan Locklear | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578676** | Jacob Keele | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578677** | Philip Vein | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578678** | Casey Ivancich | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578680** | Solomone Havea | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578682** | Freya Gaul | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578684** | Valene Gibbs | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.25 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.29 |
| **INC000000578685** | Ren French | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578687** | Tressa Barrett | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000578689** | Cassie Boggess | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578693** | Melanie Winsor | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578694** | Carissa Robinson | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578695** | Ryan Manwaring | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578696** | Kathy Hurban | None | None | ZENworks for Desktops | | TIR Missed: No | 0.21 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | TTR Missed: No | 0.27 |
| **INC000000578697** | Beau Hendershot | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578700** | Fleishia Wahlin | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578707** | David Jones | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.14 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 1.29 |
| **INC000000578708** | Marilyn Allred | Network | Password | IManager | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578709** | Joshua Jefferson | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578711** | Shirley Eggli | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578719** | Sue Urry | None | None | Novell Client for 32-bit Windows | | TIR Missed: No | 0.73 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | TTR Missed: No | 1.02 |
| **INC000000578729** | Stacie Pohahau | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578731** | Tyler C Knudsen | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578736** | Andrea Frandsen | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578739** | Shauna Thomas | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Human Services | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000578743** | Michael B Jensen | Application | Reporting | Microsoft Word | | TIR Missed: No | 0.19 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.29 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000578753** | Bradley Nielson | Application | Error | State Payroll Time Entry System | | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578756** | Victoria A. Peterson | PC/Laptop | Performance | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Closed | | TTR Missed: | No | |
| **INC000000578763** | Kira Pedroza | Application | Error | SAFE | | TIR Missed: | No | 0.45 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.45 |
| **INC000000578765** | Maria Catalini | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578769** | Lyn Frechem | None | None | None | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578788** | Fleishia Wahlin | Application | Password | None | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Todd Hardy | Human Services | Low | Resolved | | TTR Missed: | No | 5.75 |
| **INC000000578810** | Sue Urry | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578812** | Geogia Johnston | Network | Password | Novell GroupWise 32-bit Windo | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578838** | Alexandra Urban | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578861** | Arlene Thomason | Application | Error | PGP | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000578873** | Dawnmarie Loomis | Network | Password | Systm Microsoft Windows XP P | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578938** | Kim Killpack | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Desktop Support | Benjamin Moore | Human Services | Low | Closed | | TTR Missed: | No | 0.00 |
| **INC000000578984** | Lesley Lundeberg | Network | None | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579005** | Kelsi Hiskey | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579008** | Anna Morriss | Application | None | State Payroll Time Entry System | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579030** | Kris Piz | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.07 |
| **INC000000579031** | Roseanna L Manu | Application | Password | Novell GroupWise | | TIR Missed: | No | 0.14 |
| Metro B Help Desk | Val Shepherd | Human Services | Medium | Resolved | | TTR Missed: | No | 0.48 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000579034** | Nancy Mikkelsen | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579035** | Silvia Romero | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.48 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.54 |
| **INC000000579036** | Katherine Fryer | Network | Password | PGP | | TIR Missed: No | 0.68 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.82 |
| **INC000000579053** | Alexandra Urban | Network | Performance | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579056** | Frank Garcia | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579060** | Talon Nielsen | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579062** | Bret Hardy | Application | None | Ipads | | TIR Missed: Yes | 1.38 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: Yes | 6.43 |
| **INC000000579065** | Barbara Ruff | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 3.83 |
| **INC000000579088** | Chris Morton | None | None | RSA SecurID Software Token | | TIR Missed: No | 0.76 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 1.32 |
| **INC000000579094** | Tammy W Harris | Network | Error | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579099** | Erin H Stephens | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.16 |
| **INC000000579101** | Spencer Schmutz | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579105** | Michael Jones | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.35 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 1.13 |
| **INC000000579115** | Lisa Bruno | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.16 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.92 |
| **INC000000579118** | Sarah Pratt | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579135** | Caron Hacker | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579137** | Tonya Smith | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: Yes | 1.07 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 1.07 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000579142** | Lisa Araujo | None | None | PGP | | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Lori Hartzell | Human Services | Low | Resolved | TTR Missed: | No | 0.21 |
| **INC000000579161** | Betty Salgado | Application | Error | ZENworks for Desktops | | TIR Missed: | No | 0.49 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 3.02 |
| **INC000000579165** | Kathy Butt | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579192** | Annette Babisz | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579199** | liesa Corbridge | None | None | RSA SecurID Software Token | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579205** | Trenna Prete | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579206** | Jill Rainey | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579208** | Samuel Sherrow | PC/Laptop | Password | None | | TIR Missed: | No | 0.34 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: | No | 0.34 |
| **INC000000579216** | Wendy Cole | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579223** | Martin Roundy | PC/Laptop | Performance | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Resolved | TTR Missed: | No | 0.97 |
| **INC000000579225** | Kevin Kilburn | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579235** | Emmie Russom | Application | None | None | | TIR Missed: | No | 0.01 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.11 |
| **INC000000579252** | Raymond Galeai | PC/Laptop | None | None | | TIR Missed: | Yes | 1.12 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: | No | 1.12 |
| **INC000000579255** | Rebecca Collier | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579273** | Kristina Gerlach | Application | Error | Citrix ICA Client | | TIR Missed: | No | 0.11 |
| | Rural North Desktop Support | Wayne Higgs | Human Services | Low | Resolved | TTR Missed: | No | 0.47 |
| **INC000000579276** | Lori Orton | Application | Error | PGP | | TIR Missed: | No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579279** | Heidi Mason | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000579281** | Mary Aguilar | Network | Error | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579283** | Graciela Nielson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579307** | Bill Boyle | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579311** | Kim A Gardner | Application | Password | Utah Master Directory | | TIR Missed: No | 0.22 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.28 |
| **INC000000579312** | Anna Peterson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579322** | LaDawn Teuscher | PC/Laptop | Hardware | None | | TIR Missed: No | 0.21 |
| | Rural North Desktop Support | Neil Smedley | Human Services | Low | Resolved | TTR Missed: No | 0.21 |
| **INC000000579331** | Michelle Jones | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579336** | Sharon Timmons | Telecom | IP | IPCC Express | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579343** | Edith Martinez | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579354** | Laura Davis Werner | Application | None | ZENworks for Desktops | | TIR Missed: No | 0.09 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.36 |
| **INC000000579355** | Nancy Nixon | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579360** | Candice Whiteley | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579361** | Justina Flesher | None | None | None | | TIR Missed: No | 0.36 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.69 |
| **INC000000579362** | Annette Long | Application | None | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579365** | Candice Whiteley | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579369** | Zinna Burks | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579387** | Jaimee Little | Application | Error | Novell GroupWise | | TIR Missed: No | 0.03 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.78 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000579410** | Connie L Carlson | Application | Error | State Payroll Time Entry System | TIR Missed: | No | 0.40 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 1.20 |
| **INC000000579446** | Justina Flesher | Application | None | Novell GroupWise | TIR Missed: | No | 0.58 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.96 |
| **INC000000579456** | Kristi Peterson | Application | Password | PGP | TIR Missed: | No | 0.37 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.89 |
| **INC000000579459** | Heather Casutt | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579471** | Amanda Brough | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579475** | Kay Layton | Network | Error | None | TIR Missed: | No | 0.21 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 1.98 |
| **INC000000579499** | Lisa Aragon | PC/Laptop | Error | None | TIR Missed: | No | 0.11 |
| Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: | No | 0.11 |
| **INC000000579504** | Lisa Garren | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579505** | Steve Wrigley | Application | None | Microsoft Windows 7 | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579540** | Sherry Tenney | Network | Incident | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579550** | Jim Love | None | None | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579552** | Justina Flesher | None | None | None | TIR Missed: | Yes | 1.88 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 2.11 |
| **INC000000579565** | Ryan Rasmussen | None | None | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: | No | |
| **INC000000579586** | Gregory Porter | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579587** | Coby Drake | Application | Password | Utah Criminal Justice Informatio | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579596** | Sherry Lemmon | None | None | SAFE | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579604** | Shanna Felt | PC/Laptop | Hardware | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Resolved | TTR Missed: | No | 1.87 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000579609** | Ruth Hauser | Telecom | Feature | Telephone | | TIR Missed: | No | 0.51 |
| Voice Operations | | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: | No | 1.25 |
| **INC000000579636** | Jessie Whitnack | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579637** | Kati Wheatley | None | None | None | | TIR Missed: | No | 0.09 |
| Voice Operations | | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: | No | 0.95 |
| **INC000000579643** | Margo Vick | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579650** | Rodney Cheal | Application | Error | None | | TIR Missed: | Yes | 1.17 |
| Rural Central Desktop Support | | Robert Case | Human Services | Low | Resolved | TTR Missed: | No | 1.17 |
| **INC000000579651** | Pamela Deeben | Network | None | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579653** | Rodney Cheal | Application | Error | Novell GroupWise | | TIR Missed: | No | 0.00 |
| Help Desk | | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579655** | Marcia Martineau | Application | Error | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579662** | Undraa Montanez | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579666** | Stephanie Kenney | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579667** | Lynn Higginson | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579700** | Pauletta Worthen | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Help Desk | | James Stearns | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579714** | Lisa Hurlbert | None | None | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | | Lori Hartzell | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579718** | Erin H Stephens | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579728** | Kristy Barton | None | None | None | | TIR Missed: | Yes | 1.74 |
| Application Support - MMIS | | Steven Hegji | Human Services | Low | Resolved | TTR Missed: | Yes | 15.82 |
| **INC000000579730** | Nancy Alfaro | None | None | None | | TIR Missed: | No | 0.00 |
| Metro B Desktop Support | | Anthony Booyse | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000579783** | Katherine Fryer | Application | Password | PGP | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000579793** | Margo Vick | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579799** | Jeanne Godfrey | Application | Error | PGP | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.85 |
| **INC000000579803** | Eva Clarke | None | None | None | | TIR Missed: | No | 0.00 |
| Operations Production Control | Cal Brinton | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579805** | Tina Myers | Application | Password | PGP | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Lori Hartzell | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579811** | Jeanine Taylor | PC/Laptop | None | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579815** | Pam Nacario | None | None | PGP | | TIR Missed: | Yes | 1.35 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | | TTR Missed: | No | 1.35 |
| **INC000000579817** | Kelli Karpakis | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579823** | Stephanie Nelson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579839** | Brent Perry | Application | None | None | | TIR Missed: | No | 0.34 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | | TTR Missed: | No | 0.37 |
| **INC000000579842** | Deann Taylor | PC/Laptop | Performance | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579844** | Tom Payne | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579846** | Susan Cleaver | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.34 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.34 |
| **INC000000579861** | Tammy Knight | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579865** | D'Lyn Mayne | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579868** | Katherine Fryer | PC/Laptop | None | None | | TIR Missed: | No | 0.05 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | | TTR Missed: | No | 0.12 |
| **INC000000579872** | Dayna Martinsen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000579895** | Dorothy Greene | PC/Laptop | Password | Microsoft Windows XP Professic | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000579896** | Susan Johnson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579904** | Natalie Stoddard | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579907** | Amy Bray | PC/Laptop | Password | None | | TIR Missed: No | 0.82 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.82 |
| **INC000000579908** | Kerry Hansen | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579910** | Becky Dalby | Telecom | Feature | Telephone | | TIR Missed: No | 0.43 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.43 |
| **INC000000579919** | Darla Caldwell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579922** | Laurie Vigil | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579928** | Quentin Carrera | Application | Error | Gmail | | TIR Missed: No | 0.56 |
| | Technical Lead/Project Manager | Martin Gonzalez | Human Services | Low | Resolved | TTR Missed: No | 3.40 |
| **INC000000579930** | Judy M Halford | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579968** | Tamera Weis | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579977** | travis crane | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000579991** | Susan Riggs | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580000** | Sheryl St Clair | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580012** | DeAnn Karratti | Network | Password | Novell eDirectory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580026** | Annita Kendall | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580029** | Colleen Berrett | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580044** | Nancy Alfaro | Application | Error | SAFE | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Human Services | Low | Resolved | TTR Missed: No | 2.01 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000580047** | Angela Schmith | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.19 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 4.53 |
| **INC000000580062** | lauren hatfild | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580074** | Becky Dalby | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.51 |
| Voice Operations | | Kelly Johnson | Human Services | Low | Resolved | TTR Missed: No | 0.84 |
| **INC000000580083** | Spencer Hall | Network | Performance | None | | TIR Missed: Yes | 1.55 |
| Rural Central Desktop Support | | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 2.29 |
| **INC000000580084** | Frances Smith | None | None | None | | TIR Missed: No | 0.03 |
| Metro A Desktop Support | | Mike Beynon | Human Services | Low | Resolved | TTR Missed: No | 0.03 |
| **INC000000580087** | Judy Hammer | Application | Error | Adobe Acrobat | | TIR Missed: No | 0.54 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.69 |
| **INC000000580091** | Melissa Foulger | None | None | None | | TIR Missed: No | 0.02 |
| Metro A Desktop Support | | Mike Beynon | Human Services | Low | Resolved | TTR Missed: No | 0.02 |
| **INC000000580093** | Lucas Dalton | None | None | None | | TIR Missed: No | 0.04 |
| Metro A Desktop Support | | Mike Beynon | Human Services | Low | Resolved | TTR Missed: No | 0.04 |
| **INC000000580096** | Lori Stybe | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580100** | Katharine E Hansen | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Lori Hartzell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580102** | Holly Jenkins | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Lori Hartzell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580105** | Bart Mason | PC/Laptop | Hardware | None | | TIR Missed: No | 0.14 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.47 |
| **INC000000580108** | Sharla Bayles | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580114** | David Alba | Application | Error | Novell GroupWise | | TIR Missed: No | 0.22 |
| Application Services | | Martin Gonzalez | Human Services | Low | Resolved | TTR Missed: No | 0.71 |
| **INC000000580120** | Shaun C Wilson | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Lori Hartzell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580121** | Justina Flesher | None | None | None | | TIR Missed: No | 0.06 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 1.81 |
| **INC000000580124** | DeAnn Karratti | PC/Laptop | Password | None | | TIR Missed: No | 0.00 |
| Help Desk | | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000580127** | Rebecca Collier | Print/Copy/Scan/Fax | None | None | | TIR Missed: | No | 0.03 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | | TTR Missed: | No | 0.04 |
| **INC000000580142** | DeAnn Karratti | Application | None | Echart | | TIR Missed: | Yes | 1.19 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | | TTR Missed: | No | 1.33 |
| **INC000000580156** | Nancy Mikkelsen | None | None | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580171** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580175** | Lisa Bruno | Telecom | Voice Mail | Telephone | | TIR Missed: | No | 0.22 |
| Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | | TTR Missed: | No | 1.62 |
| **INC000000580189** | Annette Bateman | Application | None | Novell GroupWise | | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580196** | Justina Flesher | None | None | None | | TIR Missed: | No | 0.00 |
| Operations Production Control | Christie Burnham | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580205** | Justina Flesher | None | None | None | | TIR Missed: | No | 0.53 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | | TTR Missed: | No | 1.00 |
| **INC000000580207** | Joe Taylor | Telecom | Voice Mail | None | | TIR Missed: | No | 0.80 |
| Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | | TTR Missed: | No | 4.24 |
| **INC000000580227** | Kristy Bate | Telecom | Voice Mail | Telephone | | TIR Missed: | No | 0.51 |
| Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | | TTR Missed: | No | 2.57 |
| **INC000000580251** | Karin A Armstrong | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580255** | Zlatko Porobic | Application | None | Novell GroupWise | | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580287** | Mark Perry | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580290** | Kelli Tabarez | None | None | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580301** | Brittany Jones | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580302** | Mary Lou Harvey | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |
| **INC000000580313** | Ivana Meandzija | Application | None | Contract Approval Payment Sys | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000580315** | Rodolfo Bonilla | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580319** | Stephanie Kenney | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580335** | Penny Rice | Application | Password | DB2 Query Management Facilit | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580352** | Brenda Bowman | Print/Copy/Scan/Fax | Toner/Fuser/Ink | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580354** | Amelia Brewster | Application | Error | BlueZone | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580366** | Lory Pond | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580367** | Dan Barrett | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580372** | Alisha Martinez | Network | None | None | | TIR Missed: | No | 0.20 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.23 |
| **INC000000580386** | Kenneth Nielsen | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | Yes | 1.17 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 1.17 |
| **INC000000580400** | Lisa Bruno | None | None | None | | TIR Missed: | No | 0.25 |
| | Help Desk | Sarah Johnson | Human Services | Low | Resolved | TTR Missed: | No | 0.28 |
| **INC000000580418** | Jenny Caldwell | None | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580502** | Roy Perez | Application | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580512** | Lorri Steadman | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580520** | Kim Turner | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580529** | Jill Colvin | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000580542** | April Hardman | None | None | Symantec AntiVirus | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: | No | 0.60 |
| **INC000000580547** | Jenny Fuchs | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000580555** | Kari Korous | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580556** | Hope Qi | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580565** | Lisa Tarbox | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580567** | Shirley Winn | PC/Laptop | Error | Citrix ICA Client | | TIR Missed: No | 0.24 |
| Application Services | | Terry Forsgren | Human Services | Low | Resolved | TTR Missed: No | 0.79 |
| **INC000000580570** | Judy Hafen | Application | Password | Utah Electronic Resource and E | | TIR Missed: No | 0.00 |
| Metro A Help Desk | | Ed Conrad | Human Services | Low | Resolved | TTR Missed: No | 0.16 |
| **INC000000580578** | Lori Holmes | None | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580580** | Tamera Weis | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580590** | Mary Lou Warner | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580597** | John LaCognata | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580604** | Ryan Armstrong | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580605** | Linda Prince | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580609** | Maciel Perea | None | None | RSA SecurID Software Token | | TIR Missed: No | 0.24 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.27 |
| **INC000000580611** | Sandra Reed | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.23 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 1.64 |
| **INC000000580614** | Trina Ellingson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580615** | A Sue Taylor | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Desktop Support | | Ken Knobel | Human Services | Low | Resolved | TTR Missed: No | 0.07 |
| **INC000000580623** | Suzanne West | Application | None | PGP | | TIR Missed: No | 0.00 |
| Help Desk | | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580631** | Jill Mcafee | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.35 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 1.34 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000580640** | D'Lyn Mayne | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580649** | Bonita Reynolds | PC/Laptop | None | None | TIR Missed: | No | 0.11 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 2.57 |
| **INC000000580651** | Dayna Martinsen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580654** | Merry Reed | Application | Password | Citrix ICA Client | TIR Missed: | No | 0.25 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.33 |
| **INC000000580658** | Mack McDonald | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580660** | Edith Martinez | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580661** | Becky Martinez | None | None | None | TIR Missed: | No | 0.16 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 2.02 |
| **INC000000580662** | Tamie Hamblin | Application | Password | DB2 Query Management Facility | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580672** | Stacey Torres | Application | Password | DB2 Query Management Facility | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580681** | Rex Mecham | Application | None | ZENworks for Desktops | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580684** | Lacey Cobbley | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580686** | John H Thompson | Print/Copy/Scan/Fax | None | None | TIR Missed: | No | 0.41 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.52 |
| **INC000000580693** | Keri Herrmann | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580700** | Jenny Snelson | None | None | ZENworks for Desktops | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Resolved | TTR Missed: No | 0.21 |
| **INC000000580701** | Julie Craner | None | None | None | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580704** | Whittney Williamson | Network | Incident | None | TIR Missed: | No | 0.39 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 1.11 |
| **INC000000580705** | Laura Pare | PC/Laptop | None | None | TIR Missed: | No | 0.06 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Resolved | TTR Missed: No | 0.09 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000580754** | Wendy Whiting | Network | Password | Novell eDirectory | | TIR Missed: No | 0.00 |
| Help Desk | | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580782** | Susan Nance | Network | Incident | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580784** | Pauletta Worthen | Application | Error | Internet Explorer | | TIR Missed: No | 0.81 |
| Metro B Desktop Support | | Stephanie Young | Human Services | Low | Resolved | TTR Missed: No | 0.81 |
| **INC000000580787** | Jeramie Rasmussen | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580803** | Marsha Collings | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580812** | Annette Long | Application | Error | Utah Cares | | TIR Missed: No | 0.90 |
| Rural Central Desktop Support | | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.90 |
| **INC000000580817** | Jason Burton | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580840** | Trisha Reynolds | PC/Laptop | None | None | | TIR Missed: No | 0.32 |
| Metro B Desktop Support | | Stephanie Young | Human Services | Low | Resolved | TTR Missed: No | 0.33 |
| **INC000000580854** | Lisa Bruno | Mobile Devices | None | iPhone | | TIR Missed: No | 0.62 |
| Help Desk | | Sarah Johnson | Human Services | Low | Resolved | TTR Missed: No | 0.63 |
| **INC000000580857** | Keri Herrmann | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580867** | Todd Thayne | None | None | Office of Recovery Services Infc | | TIR Missed: No | 0.38 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.38 |
| **INC000000580881** | Nancy Newman | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580889** | Merry Reed | Application | None | Microsoft Word | | TIR Missed: No | 0.29 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.29 |
| **INC000000580904** | Shaunna Skidmore | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Wayne Higgs | Human Services | Low | Resolved | TTR Missed: No | 0.40 |
| **INC000000580905** | Aymee B Condie | Application | Password | PGP | | TIR Missed: No | 0.43 |
| Rural Central Desktop Support | | Paul Petersen | Human Services | Low | Resolved | TTR Missed: No | 2.88 |
| **INC000000580907** | Kim Richardson | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Wayne Higgs | Human Services | Low | Resolved | TTR Missed: No | 0.35 |
| **INC000000580911** | Gladys Davis | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000580920** | Joann Naylor | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Wayne Higgs | Human Services | Low | Resolved | TTR Missed: No | 0.27 |
| **INC000000580921** | Pam Nacario | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580927** | Angie Pinna | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580931** | Cassandra Howell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580958** | Judy Hammer | None | None | None | | TIR Missed: No | 0.13 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.17 |
| **INC000000580963** | Lisa Shook | Application | None | None | | TIR Missed: No | 0.78 |
| | Rural South Desktop Support | Lane Adams | Human Services | Low | Resolved | TTR Missed: No | 0.78 |
| **INC000000580966** | Delton Pugh | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.13 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.23 |
| **INC000000580971** | Debbi Orwin | Application | None | Internet Explorer | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.39 |
| **INC000000580977** | Kathy Butt | None | None | Utah Criminal Justice Informatio | | TIR Missed: No | 0.62 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 1.00 |
| **INC000000580981** | Jorden Czech | Application | Password | Utah Master Directory | | TIR Missed: No | 0.05 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.05 |
| **INC000000580988** | Vicky westmoreland | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000580991** | Wendy Whiting | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Cal Brinton | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581013** | Janet Hongsyvilay | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581023** | Megan Lindsay | Application | None | Mozilla Firefox | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581031** | Julie Thomson | Storage | Stand Alone | None | | TIR Missed: No | 0.22 |
| | Metro B Hosting | Paul Engberson | Human Services | Low | Resolved | TTR Missed: No | 2.06 |
| **INC000000581034** | Brittany Jones | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581035** | Tamera Weis | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000581038** | Kehlie Gomez | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581039** | Holly Freestone | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581052** | Tanya Schmidt | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581068** | Merilee Wendell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581074** | Cynthia Aposhian | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581078** | Alexandra Urban | Application | Error | Novell GroupWise | | TIR Missed: Yes | 2.15 |
| | Application Services | Danielle Hood | Human Services | Low | Resolved | TTR Missed: Yes | 6.56 |
| **INC000000581103** | Joanne Smuin | Application | Error | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581110** | Lindy Snell | Application | Reporting | Citrix ICA Client | | TIR Missed: No | 0.66 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.66 |
| **INC000000581114** | Ryan Armstrong | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro D Help Desk | Doug Brown | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581142** | Preston Freitas | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Duane Hardy | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581152** | Marty Shannon | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581176** | Adela Rubio | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581182** | Kathleen Sims | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581202** | Sandi Evans | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.72 |
| **INC000000581205** | Craig S Webb | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581210** | Hiram Lund | None | None | Street Atlas USA | | TIR Missed: No | 0.29 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 0.39 |
| **INC000000581227** | Beth Greenleaf | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000581230** | Charlene Wilde | PC/Laptop | None | None | | TIR Missed: No | 0.57 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: No | 1.55 |
| **INC000000581233** | Rita Brooks | None | None | Internet Explorer | | TIR Missed: No | 0.72 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.72 |
| **INC000000581238** | Merry Reed | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581243** | Craig S Webb | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581258** | Cassandra Daley | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581262** | Susan Cleaver | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581273** | Holly Freestone | Print/Copy/Scan/Fax | None | None | | TIR Missed: Yes | 1.43 |
| | Mainframe Systems Support | Greg Shoop | Human Services | Low | Resolved | TTR Missed: No | 1.43 |
| **INC000000581282** | Les Carter | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.09 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.73 |
| **INC000000581285** | Rene Barrera | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581287** | Justina Flesher | Network | Incident | None | | TIR Missed: No | 0.04 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.08 |
| **INC000000581290** | Janis Widdison | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581310** | Bonita Reynolds | Application | None | None | | TIR Missed: No | 0.52 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 1.46 |
| **INC000000581319** | Carol Kendall | PC/Laptop | Hardware | None | | TIR Missed: No | 0.32 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.34 |
| **INC000000581329** | Marian Nielson | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.09 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: N/A | |
| **INC000000581334** | Julie Thomson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581339** | Rita Brooks | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581358** | Marsha Collings | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000581359** | Wendy Whiting | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581360** | Penny Rice | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581361** | Debbie Hyden | Application | None | Content Manager | | TIR Missed: No | 0.78 |
| ORS Content Manager | | Dan Barrett | Human Services | Low | Resolved | TTR Missed: No | 0.78 |
| **INC000000581364** | Julia Kolovich | None | None | Content Manager | | TIR Missed: No | 0.82 |
| ORS Content Manager | | Dan Barrett | Human Services | Low | Resolved | TTR Missed: No | 0.92 |
| **INC000000581389** | April Remington | Application | Password | Utah Master Directory | | TIR Missed: No | 0.01 |
| Help Desk | | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 1.51 |
| **INC000000581405** | Darla Miller | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581413** | Tara Jorgenson | Mobile Devices | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 2.01 |
| **INC000000581416** | Susan U Green | PC/Laptop | None | None | | TIR Missed: No | 0.12 |
| Metro A Desktop Support | | Eric Sedgwick | Human Services | Low | Resolved | TTR Missed: No | 0.12 |
| **INC000000581432** | Rashelle Butcher | Application | Error | IPCC Express | | TIR Missed: No | 0.28 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.51 |
| **INC000000581461** | Susan Llewellyn | PC/Laptop | Performance | Adobe Flash | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581468** | Rashelle Butcher | None | None | ZENworks for Desktops | | TIR Missed: No | 0.24 |
| Metro B Desktop Support | | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 2.17 |
| **INC000000581469** | Wendy Whiting | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581484** | Debbi Orwin | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.04 |
| **INC000000581496** | Violet Secrest | PC/Laptop | Hardware | None | | TIR Missed: No | 0.22 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.30 |
| **INC000000581501** | Margie Jorgensen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581505** | David Green | Application | Password | Utah Master Directory | | TIR Missed: No | 0.04 |
| Help Desk | | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.53 |
| **INC000000581509** | Aymee B Condie | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000581520** | Marty Robins | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581525** | Val Bonnett | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581533** | Allen Randall | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581534** | Judy Rose | Mobile Devices | Error | Droid | | TIR Missed: No | 0.30 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 0.84 |
| **INC000000581543** | Samuel Giovanini | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581547** | Jill Hill | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000581559** | Tonya Smith | None | None | None | | TIR Missed: No | 0.08 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.08 |
| **INC000000581562** | Tammy Wood | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581563** | Valene Gibbs | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581567** | Lamont Felt | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Resolved | TTR Missed: No | 1.59 |
| **INC000000581579** | Marilyn Bonnett | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581581** | Kris Rawle | Application | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581583** | Teresa Gray | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581587** | Kent Karren | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.45 |
| | Metro B Desktop Support | Matthew Blunk | Human Services | Low | Resolved | TTR Missed: No | 0.76 |
| **INC000000581589** | Chris Wride | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581599** | Kari Bennett | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581600** | Steve Elam | Application | Error | Internet Explorer | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000581624** | Hope Qi | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581643** | Jennifer M Peterson | Application | None | State Payroll Time Entry System | | TIR Missed: No | 0.86 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Resolved | TTR Missed: No | 1.00 |
| **INC000000581653** | Peter Johansson | Application | None | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581678** | Jennifer Oxborrow | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581684** | Tristine Lytton | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581686** | Kenneth McGee | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581703** | Stephanie Olsen | Network | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581711** | Hope Qi | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.06 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.66 |
| **INC000000581745** | Cami Quinto | PC/Laptop | Error | None | | TIR Missed: No | 0.68 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 2.41 |
| **INC000000581756** | Lea Reaves | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581803** | Jenni Logan | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581816** | Steven J Sorensen | Network | Incident | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581825** | Rachel Beecher | Application | Password | PGP | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581828** | Celeste LaBorde | EIS Hardware | None | None | | TIR Missed: No | 0.00 |
| | Strategic Communications | Luis Larios | Human Services | Low | Resolved | TTR Missed: No | 3.95 |
| **INC000000581838** | Elizabeth Gonzalez | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581850** | Stephanie Olsen | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581870** | Kelli Karpakis | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000581879** | Shellie O Peterson | Application | Password | Utah Master Directory | | TIR Missed: No | 0.37 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.37 |
| **INC000000581890** | Ivana Meandzija | Application | None | Contract Approval Payment Sys | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581895** | Kevin Jackson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581897** | Rashelle Butcher | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.07 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.19 |
| **INC000000581898** | Donovan Bergstrom | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581902** | Sharla Bayles | Application | Password | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581904** | Vicky Hatch Kaufmann | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.03 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.08 |
| **INC000000581915** | Jill Hipwell | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581922** | Laura Liddell | Application | None | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581925** | Alease Guymon | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581931** | Leilah Khan-Lara | PC/Laptop | Performance | None | | TIR Missed: No | 0.64 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Resolved | TTR Missed: No | 0.68 |
| **INC000000581939** | Marlene Zouein Blaizot | Application | None | Internet Explorer | | TIR Missed: No | 0.26 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 1.01 |
| **INC000000581942** | Debbie Woodward | Application | Reporting | Citrix ICA Client | | TIR Missed: No | 0.42 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.52 |
| **INC000000581953** | Alexander Dahmen | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581954** | Joseph V Cook | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581956** | Charlene Wilde | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000581961** | Isileli Faletau | Print/Copy/Scan/Fax | None | None | | TIR Missed: Yes | 3.92 |
| | Metro C Desktop Support | Benjamin Moore | Human Services | Low | Resolved | TTR Missed: No | 5.47 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000581969** | Heather Fischer | Application | Reporting | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.30 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: | No | 0.46 |
| **INC000000581970** | Alexander Dahmen | None | None | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000581972** | Marty Robins | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000581975** | Kris Rawle | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Help Desk | Eileen Dubach | Human Services | | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000581977** | Deann Taylor | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000581981** | Ericka Turner | None | None | None | | TIR Missed: | No | 0.07 |
| Rural North Desktop Support | Dane Smith | Human Services | | Low | Resolved | TTR Missed: | No | 0.07 |
| **INC000000581985** | Janet Culpepper | Application | Password | Content Manager | | TIR Missed: | Yes | 6.18 |
| ORS Content Manager | Les Roberts | Human Services | | Low | Resolved | TTR Missed: | Yes | 6.75 |
| **INC000000581986** | Tona Rodriguez | Telecom | Voice Mail | None | | TIR Missed: | No | 0.01 |
| Voice Operations | Romanza Hamblin Sorensen | Human Services | | Low | Resolved | TTR Missed: | No | 0.30 |
| **INC000000581988** | Justina Flesher | Application | None | Novell GroupWise | | TIR Missed: | No | 0.08 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: | No | 0.73 |
| **INC000000581994** | Lori Zumbrunnen | Application | Password | PGP | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000581998** | Jeana Burgess | Application | Error | Novell GroupWise | | TIR Missed: | No | 0.46 |
| Technical Lead/Project Manager | Martin Gonzalez | Human Services | | Low | Resolved | TTR Missed: | No | 0.86 |
| **INC000000582002** | Steve Wrigley | PC/Laptop | Performance | Microsoft Windows 7 | | TIR Missed: | No | 0.13 |
| Metro B Desktop Support | Anthony Booyse | Human Services | | Low | Resolved | TTR Missed: | No | 1.71 |
| **INC000000582012** | Kris Rawle | Application | Error | Novell GroupWise | | TIR Missed: | Yes | 1.73 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Resolved | TTR Missed: | No | 1.75 |
| **INC000000582015** | Debora Wawro | Application | Error | None | | TIR Missed: | Yes | 1.72 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: | No | 1.84 |
| **INC000000582026** | Vanessa Knickerbocker | Application | Error | ZENworks for Desktops | | TIR Missed: | Yes | 1.29 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: | No | 1.41 |
| **INC000000582047** | Kevin Jackson | Network | None | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582050** | Robbie Adams | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000582062** | Brian Jones | None | None | Adobe Reader | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582063** | Ronald Tollefson | PC/Laptop | Performance | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582071** | Chad McDonald | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582072** | Charlyn Child | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582075** | Matthew Bezzant | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582078** | Art Jernigan | PC/Laptop | Error | None | | TIR Missed: No | 0.45 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Resolved | TTR Missed: No | 1.11 |
| **INC000000582079** | Kathy Toro | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582100** | David Scott | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582110** | Kerri Burns | Mobile Devices | Error | Novell GroupWise PDA Connec | | TIR Missed: No | 0.07 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 0.11 |
| **INC000000582111** | James Eskelsen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582130** | Hal Robbins | Application | Password | State Payroll Time Entry Systen | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582134** | Katie Jo Redd | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582161** | Mary Beth Lente | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582206** | Kaylee Dimick | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582254** | Nick Rasmussen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582271** | Vicky Westmoreland | Wireless Connectivity | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 3.68 |
| **INC000000582307** | Margaret Farrington | Application | Password | PGP | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000582316** | Christopher Scott | Application | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582330** | Shamayne Russell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582342** | Josette Harding | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582349** | Kim Richardson | Application | Password | PGP | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.16 |
| **INC000000582357** | Jeanine Taylor | None | None | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582358** | Janeen Viles | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582370** | Jeanine Taylor | None | None | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582375** | Debbi Orwin | Telecom | None | Telephone | TIR Missed: | No | 0.42 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 2.85 |
| **INC000000582391** | Lori Butler | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582395** | Frank Garcia | None | None | ZENworks for Desktops | TIR Missed: | No | 0.05 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 3.03 |
| **INC000000582399** | Shirley Coulter | Network | Performance | None | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582401** | Mary C Blackburn | None | None | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582407** | Justina Flesher | None | None | None | TIR Missed: | No | 0.19 |
| Operations Production Control | Lester Aoki | Human Services | Low | Resolved | TTR Missed: | No | 0.24 |
| **INC000000582424** | Ernest Akimseu | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582431** | Chris Lerwill | None | None | Gmail | TIR Missed: | No | 0.32 |
| Technical Lead/Project Manager | Martin Gonzalez | Human Services | Low | Resolved | TTR Missed: | No | 1.85 |
| **INC000000582432** | Jacina K Barrett | PC/Laptop | None | None | TIR Missed: | No | 0.51 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: | No | 0.51 |
| **INC000000582433** | Claire Mantonya | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000582440** | Jacina K Barrett | Network | Password | PGP | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582441** | Cindy Clayburn | Network | Incident | Novell ConsoleOne | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.84 |
| **INC000000582445** | Steve Wrigley | PC/Laptop | None | None | | TIR Missed: | No | 0.13 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Resolved | TTR Missed: | No | 0.20 |
| **INC000000582454** | Karin Thorn | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582461** | Ana E Broadbent | None | None | PGP | | TIR Missed: | No | 0.18 |
| | Rural North Desktop Support | Neil Smedley | Human Services | Low | Resolved | TTR Missed: | No | 0.18 |
| **INC000000582463** | Sarah McLaren | Network | Password | IManager | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582467** | Joe Brusatto | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582482** | Lori Butler | Application | None | None | | TIR Missed: | Yes | 2.25 |
| | ORS Content Manager | Les Roberts | Human Services | Low | Resolved | TTR Missed: | No | 2.25 |
| **INC000000582494** | Cindy Clayburn | None | None | None | | TIR Missed: | No | 0.17 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.17 |
| **INC000000582500** | Andrew Trotter | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582503** | Cindy Clayburn | Network | None | None | | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582506** | Betty Meyer | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000582513** | Kari Bennett | Application | Error | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Resolved | TTR Missed: | No | 0.26 |
| **INC000000582515** | Cheryl Burgan | Application | Password | Utah Master Directory | | TIR Missed: | No | 0.12 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: | No | 0.12 |
| **INC000000582525** | Marty Shannon | None | None | Street Atlas USA | | TIR Missed: | No | 0.19 |
| | Metro B Desktop Support | Anthony Booyse | Human Services | Low | Resolved | TTR Missed: | No | 0.39 |
| **INC000000582533** | Brad Tomlinson | None | None | ZENworks for Desktops | | TIR Missed: | No | 0.07 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.07 |
| **INC000000582535** | Elaine Boren-Hess | Application | Error | Internet Explorer | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000582540** | Sheryl Poole | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582543** | Suzanne West | Application | Error | Novell GroupWise | TIR Missed: | No | 0.08 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.61 |
| **INC000000582550** | Kami Elmer | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582560** | Janetta Galloway | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582562** | Scott Jacobson | Application | Error | BlueZone | TIR Missed: | No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582565** | Kathy Ruffus | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582569** | Tonya Meade | None | None | Adobe Acrobat | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.23 |
| **INC000000582587** | Marlene Goodrich | None | None | Novell GroupWise | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.25 |
| **INC000000582589** | Dallen Johnson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582596** | Kristin S Perry | None | None | None | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582603** | Laura Liddell | Application | Error | SAFE | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582611** | Margie Jorgensen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.01 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 1.77 |
| **INC000000582615** | Kjersty Martinez | Mobile Devices | Error | Droid | TIR Missed: | No | 0.10 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.15 |
| **INC000000582624** | Kevin Fernley | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582652** | Sharon Timmons | None | None | None | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582658** | Karin A Armstrong | Application | Password | Citrix ICA Client | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582666** | Guy Thompson | Mobile Devices | Error | None | TIR Missed: | No | 0.07 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 3.77 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000582670** | Nan Mendenhall | None | None | None | | TIR Missed: No | 0.19 |
| | Help Desk | Sarah Johnson | Human Services | Low | Resolved | TTR Missed: No | 0.19 |
| **INC000000582700** | Lyra Woods | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582703** | Lyndsay A Smith | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582708** | Brandi Duke | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582749** | Nicki Bidlack | None | None | Street Atlas USA | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.05 |
| **INC000000582754** | Penny Rice | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582758** | Desiree Steadman | PC/Laptop | None | None | | TIR Missed: No | 0.16 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.16 |
| **INC000000582763** | Marcy Jensen | Telecom | Dial Tone | Telephone | | TIR Missed: No | 0.20 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.33 |
| **INC000000582775** | Cara Durfee | None | None | None | | TIR Missed: No | 0.08 |
| | Metro B Desktop Support | Stephanie Young | Human Services | Low | Resolved | TTR Missed: No | 1.18 |
| **INC000000582777** | Julie Hansen | Application | Password | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582782** | Amy Bray | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582787** | Shawna Peterson | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 1.23 |
| **INC000000582802** | Lisa Bruno | Application | None | None | | TIR Missed: No | 0.55 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Resolved | TTR Missed: No | 0.94 |
| **INC000000582810** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582813** | Ioane Siaosi | Application | None | Novell eDirectory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582830** | Peggy Matlin | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.26 |
| **INC000000582841** | Scott Richman | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.21 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.25 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000582848** | Arthur Hobbs | Application | Password | Novell GroupWise | | TIR Missed: No | 0.13 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.18 |
| **INC000000582851** | Mike Pickett | Application | Password | PGP | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Resolved | TTR Missed: No | 0.93 |
| **INC000000582859** | Karin A Armstrong | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582862** | Scott Richman | Application | Error | SAFE | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582880** | Emily Williams | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582889** | Sherranda Garzarelli | None | None | Nero Fast CD-Burning | | TIR Missed: No | 0.46 |
| | Metro B Desktop Support | Tyler Pearce | Human Services | Low | Resolved | TTR Missed: No | 0.47 |
| **INC000000582891** | Susan Musser | Telecom | None | Telephone | | TIR Missed: No | 0.74 |
| | Voice Operations | Gail Christiansen | Human Services | Low | Resolved | TTR Missed: No | 1.34 |
| **INC000000582910** | Rhonda Hill | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582917** | Victoria A. Peterson | None | None | Novell GroupWise 32-bit Windo | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Austin Farey | Human Services | Low | Resolved | TTR Missed: No | 0.16 |
| **INC000000582930** | Billie Bell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582935** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582936** | Jarrett Kelton | Application | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582937** | Arthur Hobbs | Application | Password | Utah Master Directory | | TIR Missed: No | 0.08 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.08 |
| **INC000000582949** | Skyla Allen | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582953** | Siaifa Aho | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582963** | Sherri Hernandez | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582969** | Chris Boswell | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Hosting | Justin Rasmussen | Human Services | Low | Resolved | TTR Missed: No | 0.02 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000582971** | Lori Orton | None | None | None | | TIR Missed: No | 0.10 |
| | Rural South Desktop Support | Ryan Bennett | Human Services | Low | Resolved | TTR Missed: No | 0.10 |
| **INC000000582980** | Debbi Orwin | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Edward Fortner | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582983** | Bambi Koeller | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000582992** | Keri Pena | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583013** | Lori Johnson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583046** | Judy Hafen | Application | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Operations Production Control | Cal Brinton | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583055** | Mo Schannon | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583056** | Marian Nielson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583062** | Sandra Johnston | Application | Password | PGP | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.13 |
| **INC000000583072** | Brad Parker | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583085** | Janeen Viles | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583088** | Anna Reposa | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583100** | Sandy Gibson | Application | Password | None | | TIR Missed: Yes | 1.34 |
| | ORS Content Manager | Dan Barrett | Human Services | Low | Resolved | TTR Missed: No | 1.34 |
| **INC000000583102** | Shirley Coulter | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583105** | Boyd J Grover | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583113** | Joann Murphy | PC/Laptop | Hardware | None | | TIR Missed: No | 0.13 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.13 |
| **INC000000583117** | Darla Caldwell | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000583129** | Tammy Knight | PC/Laptop | Hardware | None | | TIR Missed: No | 0.06 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.06 |
| **INC000000583135** | Tammie Godfrey | None | None | None | | TIR Missed: No | 0.02 |
| | Rural North Desktop Support | Dane Smith | Human Services | Low | Resolved | TTR Missed: No | 0.02 |
| **INC000000583136** | Sheryl St Clair | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Resolved | TTR Missed: No | 1.37 |
| **INC000000583138** | Mandy Petersen | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Resolved | TTR Missed: No | 1.35 |
| **INC000000583143** | Jerald Savage | None | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583159** | Robbie Adams | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583165** | Carol Grawey | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583194** | Liz Medina | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583198** | Dorothy Richardson | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583200** | Richard Cheever | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583201** | Ana E Broadbent | Application | Error | ZENworks for Desktops | | TIR Missed: Yes | 1.84 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: No | 1.84 |
| **INC000000583202** | Mario Ramos | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.50 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.88 |
| **INC000000583222** | Richard Cheever | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583231** | Caron Hunter | None | None | IPCC Express | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583246** | Mavanie Vein | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583249** | Shelly Park | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583283** | Rick Harwood | Application | Error | Medicaid Managed Care Systen | | TIR Missed: No | 0.21 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 1.54 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000583285** | Justina Flesher | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.22 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.23 |
| **INC000000583295** | Zinna Burks | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583296** | Kassie Hart | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.22 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.27 |
| **INC000000583304** | Silvia Romero | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583307** | Zinna Burks | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583308** | Angela Robbins | PC/Laptop | None | None | | TIR Missed: No | 0.08 |
| | Metro B Desktop Support | Cindy Reed | Human Services | Low | Resolved | TTR Missed: No | 0.19 |
| **INC000000583310** | Brian Parnell | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.89 |
| | Voice Operations | James Gifford | Human Services | Low | Resolved | TTR Missed: No | 5.31 |
| **INC000000583326** | Quentin Carrera | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.42 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.69 |
| **INC000000583333** | Claire Mantonya | Network | Error | None | | TIR Missed: No | 0.34 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 2.30 |
| **INC000000583335** | Abel Kanigan | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583338** | Patricia Graff | Mobile Devices | Error | Novell GroupWise PDA Connec | | TIR Missed: No | 0.11 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 0.41 |
| **INC000000583344** | Kristy Bate | Telecom | None | None | | TIR Missed: No | 0.29 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.45 |
| **INC000000583345** | Quentin Carrera | Application | Error | Gmail | | TIR Missed: No | 0.03 |
| | Application Services | Martin Gonzalez | Human Services | Low | Resolved | TTR Missed: No | 1.11 |
| **INC000000583348** | Jacque Illguth | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583355** | Bernice Chesnut | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583357** | Rebekah Schiffman | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583361** | Sylvia Canela | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000583364** | Penny Weiss | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583369** | Charlene Wilde | None | None | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | | Ryan Casey | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583374** | Ray Winger | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.06 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.13 |
| **INC000000583382** | Jacade' Narcisse | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583384** | Kathy Butt | Mainframe | Password | BlueZone | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583388** | Heidi Trujillo | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583390** | Tamie Hamblin | None | None | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583391** | Stephanie Hovat | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583405** | Adelay Duffin | None | None | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583410** | lilian gilbert | Application | Password | DB2 Query Management Facility | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583424** | Dan Barrett | None | None | None | | TIR Missed: | No | 0.15 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.43 |
| **INC000000583449** | Peggy Allen | Application | Password | SAFE | | TIR Missed: | No | 0.08 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.19 |
| **INC000000583455** | Janice Oswald | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583461** | Dixie Fausett | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| Help Desk | | James Stearns | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583467** | Sean T Orton | Telecom | Hardware | Telephone | | TIR Missed: | No | 0.34 |
| Voice Operations | | Gail Christiansen | Human Services | Low | Resolved | TTR Missed: | No | 0.34 |
| **INC000000583469** | Mandy Caswell | Application | Password | Citrix ICA Client | | TIR Missed: | No | 0.29 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.79 |
| **INC000000583480** | Charlyn Child | Application | Reporting | Novell GroupWise | | TIR Missed: | Yes | 1.47 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 2.44 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000583483** | Elizabeth Adair | Application | Reporting | Citrix ICA Client | | TIR Missed: Yes | 2.39 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 2.46 |
| **INC000000583488** | Cindy Clayburn | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583521** | Shyler Bischof | None | None | Novell GroupWise | | TIR Missed: No | 0.87 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.87 |
| **INC000000583530** | Jolene Dalley-Waters | Wireless Connectivity | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000583531** | Jennifer Stoltmann | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583547** | Christopher James | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583557** | Ioane Siaosi | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583558** | David Detorres | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583570** | Jacquie Poulsen | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.10 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.15 |
| **INC000000583576** | Cherri Joy | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583577** | Dave Farley | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583583** | Sarah McLaren | Network | Password | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583585** | Sandra Johnston | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583595** | Alicia Anderson | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583596** | Betty Meyer | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583598** | Jil Tooker | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583599** | Rachel Wyatt | Application | None | None | | TIR Missed: No | 0.05 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.84 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000583601** | Jennifer Bodily | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583602** | Lillian Dopp | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583604** | Anna Reposa | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583605** | Kimberley Smith | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583606** | Sean T Orton | Telecom | CrossTalk/Noise/Static | Telephone | | TIR Missed: No | 0.04 |
| | Voice/Data/WAN Services | Mark Thomas | Human Services | Low | Resolved | TTR Missed: No | 0.87 |
| **INC000000583607** | Kathy Hurban | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583608** | Theresa Richardson | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583609** | Angie Ward | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583610** | Pam Boydston | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583612** | Michelle Jones | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583614** | Chris Harrell | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583615** | Kristin Orgill | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583617** | Brad Tomlinson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583621** | Kassie Hart | Application | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583623** | Amy Gibbs | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000583626** | Brian Pali | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583628** | Bart Mason | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000583643** | Terry Jacobsen | Application | Error | SAFE | | TIR Missed: No | 0.47 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Resolved | TTR Missed: No | 0.47 |
| **INC000000583653** | Rashelle Butcher | None | None | eFIND/eSHARE | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583662** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583664** | Susan Goodman | Mobile Devices | Error | Novell GroupWise PDA Connec | | TIR Missed: No | 0.06 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 0.11 |
| **INC000000583668** | Azucena Santos | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583671** | Justina Flesher | None | None | None | | TIR Missed: No | 0.73 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.78 |
| **INC000000583674** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583684** | Justina Flesher | None | None | None | | TIR Missed: No | 0.14 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.23 |
| **INC000000583717** | Mark Scott | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583720** | Joni Lance | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.46 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.46 |
| **INC000000583743** | Glen C Ames | Network | Password | None | | TIR Missed: No | 0.16 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.16 |
| **INC000000583753** | Dian Chivers | Application | Reporting | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583762** | Emily Crapo | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Edward Fortner | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583777** | Caron Hunter | Application | Reporting | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583785** | Ryan Armstrong | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583815** | Doreen Morgan | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000583827** | Ryan Armstrong | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.00 |
| | Voice Operations | Julie Sabato | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **INC000000583834** | Mary Severson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583838** | Navina Forsythe | Remote Connectivity | None | Cisco AnyConnect VPN Client | | TIR Missed: | No | 0.00 |
| | Network Operations | Michael Ostrander | Human Services | Low | Resolved | TTR Missed: | No | 0.21 |
| **INC000000583844** | Frank Garcia | None | None | None | | TIR Missed: | No | 0.00 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 0.73 |
| **INC000000583850** | Shirley Owen | Application | Reporting | SAFE | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.01 |
| **INC000000583864** | Janet Culpepper | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583878** | Karma J Belcher | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583887** | Laura Johnson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583901** | Nan Mendenhall | None | None | None | | TIR Missed: | No | 0.70 |
| | Metro B Desktop Support | Bill Crowther | Human Services | Low | Resolved | TTR Missed: | No | 1.06 |
| **INC000000583918** | Christine Deary | PC/Laptop | None | None | | TIR Missed: | No | 0.07 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 0.07 |
| **INC000000583920** | Laura Roe | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583922** | Paul Gardner | Application | None | Microsoft Office | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.47 |
| **INC000000583940** | Christian Harris | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583941** | Stephanie Stuart | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.45 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: | No | 0.45 |
| **INC000000583950** | Anna Reposa | Telecom | None | Telephone | | TIR Missed: | No | 0.65 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: | No | 1.22 |
| **INC000000583966** | Susan Clements | Network | Password | None | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000583985** | Evelyn Cloward | Application | None | None | | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Resolved | TTR Missed: | Yes | 7.38 |
| **INC000000583989** | Kari Wright | Application | Password | PGP | | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000583993** | Trina Ellingson | None | None | Utah Statewide Immunization In | TIR Missed: | Yes | 1.70 |
| | USIIS Outreach | Lisa Young | Human Services | Low | Resolved | TTR Missed: No | 1.70 |
| **INC000000584004** | Cami Bezzant | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584030** | Shari Mexican | Telecom | None | None | TIR Missed: | No | 0.26 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 4.08 |
| **INC000000584032** | Sandy Gibson | Network | None | None | TIR Missed: | Yes | 1.27 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 1.27 |
| **INC000000584040** | Lana Kopecky | Application | None | Utah Master Directory | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584042** | Valene Gibbs | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584046** | Karen Andersen | Application | Error | PGP | TIR Missed: | No | 0.30 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.70 |
| **INC000000584058** | Victoria A. Peterson | Application | None | Novell GroupWise | TIR Missed: | No | 0.21 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.38 |
| **INC000000584060** | Richard Youngberg | PC/Laptop | None | None | TIR Missed: | No | 0.06 |
| | Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: No | 0.06 |
| **INC000000584069** | Laura Knight | Application | None | SAFE | TIR Missed: | No | 0.44 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.59 |
| **INC000000584082** | Josie Angerhofer | Print/Copy/Scan/Fax | Incident | None | TIR Missed: | No | 0.34 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.38 |
| **INC000000584092** | Dorothy Richardson | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.03 |
| **INC000000584094** | Jeanne Godfrey | Network | Incident | None | TIR Missed: | No | 0.56 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.89 |
| **INC000000584117** | Christopher Pappas | Application | None | Novell GroupWise | TIR Missed: | Yes | 1.47 |
| | Application Services | Martin Gonzalez | Human Services | Low | Resolved | TTR Missed: No | 3.89 |
| **INC000000584118** | Sharon T Hansen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584119** | Barry Richards | Application | Password | Utah Master Directory | TIR Missed: | No | 0.10 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.10 |
| **INC000000584123** | Bernice Chesnut | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000584127** | Maciel Perea | None | None | Internet Explorer | | TIR Missed: No | 0.16 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.17 |
| **INC000000584139** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584156** | Mary Durfee | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584177** | Leslee Butterfield | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584181** | Manu Mulitalo Jr | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584189** | David D Young | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584192** | Valerie A Stice | Application | None | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 2.84 |
| **INC000000584195** | Dana Guertin | None | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584201** | Melissa Baide | None | None | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000584213** | Steve Wrigley | Application | None | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584222** | Sean T Orton | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.32 |
| | Voice Operations | Gail Christiansen | Human Services | Low | Resolved | TTR Missed: No | 0.90 |
| **INC000000584223** | Nathan Medina | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.11 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.84 |
| **INC000000584224** | Sandy Gibson | None | None | Content Manager | | TIR Missed: Yes | 1.99 |
| | ORS Content Manager | Dan Barrett | Human Services | Low | Resolved | TTR Missed: No | 2.46 |
| **INC000000584249** | Jan Short | Mobile Devices | None | Droid | | TIR Missed: No | 0.05 |
| | Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 1.77 |
| **INC000000584259** | Ivana Meandzija | Application | None | Contract Approval Payment Sys | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584261** | Corrie Miera | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584264** | Mary C Blackburn | Application | None | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000584279** | Samuel Giovanini | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584286** | Justina Flesher | Network | None | Novell ConsoleOne | TIR Missed: | No | 0.07 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.11 |
| **INC000000584291** | Sherrin Weiss | PC/Laptop | None | None | TIR Missed: | No | 0.29 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.29 |
| **INC000000584297** | Terri Dixon | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584332** | Caleb Powell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584348** | Julie Wright | None | None | Internet Explorer | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584377** | Dawn Hollingsworth | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584413** | Tammy L Davis | None | None | PGP | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584494** | Lorilee Snyder | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584495** | Stephanie Bezyack | None | None | None | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584496** | Kathy Anderson | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584497** | Mavis Stevenson | Mainframe | Password | BlueZone | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584498** | Maria Catalini | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584505** | Debi Williams | PC/Laptop | Error | None | TIR Missed: | No | 0.95 |
| Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: | No | 0.95 |
| **INC000000584538** | Tammy Knight | PC/Laptop | Hardware | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584540** | Bernice Chesnut | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584554** | Mel Castillo | Application | None | Internet Explorer | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000584567** | Dorothy Richardson | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Todd Hardy | Human Services | Low | Resolved | TTR Missed: No | 5.86 |
| **INC000000584568** | Lisa Bruno | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.33 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.53 |
| **INC000000584574** | Kathryn Gerbich | PC/Laptop | Error | None | | TIR Missed: No | 0.24 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.26 |
| **INC000000584575** | Ron Mervis | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584577** | Gloria Beagley | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584581** | Siaifa Aho | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.43 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.95 |
| **INC000000584582** | Dorothy Vatikani | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.07 |
| **INC000000584583** | John Macfarlane | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584593** | Donna Leighton | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584597** | Jessica Gallegos | PC/Laptop | Performance | None | | TIR Missed: No | 0.07 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.08 |
| **INC000000584613** | Cami Bezzant | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584617** | Geri Jones | None | None | Employee Gateway | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000584630** | Micah Bulloch | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584632** | Tonya Smith | Application | Error | None | | TIR Missed: No | 0.18 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 4.05 |
| **INC000000584634** | Nicole Sweat | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584635** | Mark Hollingshead | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584637** | Debbi Orwin | Application | Password | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000584643** | Sheryl St Clair | Mobile Devices | Error | Novell GroupWise PDA Connec | TIR Missed: | No | 0.19 |
| Application Services | Dustin Crump | Human Services | Low | Resolved | TTR Missed: | No | 1.16 |
| **INC000000584655** | Leah Ward | Application | None | SAFE | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Resolved | TTR Missed: | No | 4.62 |
| **INC000000584656** | Blythe Carlsen | PC/Laptop | Hardware | None | TIR Missed: | No | 0.25 |
| Metro B Desktop Support | Stephanie Young | Human Services | Low | Resolved | TTR Missed: | No | 0.25 |
| **INC000000584673** | Justina Flesher | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.31 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.40 |
| **INC000000584678** | Delton Pugh | Network | Password | Novell eDirectory | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584680** | Katherine Fryer | Application | Password | DB2 Query Management Facilit | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584683** | Jolene Durrant | Application | None | Novell GroupWise | TIR Missed: | No | 0.47 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | N/A | |
| **INC000000584692** | Alice Farnsworth | Network | Performance | Novell eDirectory | TIR Missed: | No | 0.13 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.30 |
| **INC000000584701** | Wendy Gore | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584706** | Kathryn Ball | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584709** | Kimberly Saxton | None | None | Microsoft Access | TIR Missed: | No | 0.10 |
| Rural North Desktop Support | Rodney Peterson | Human Services | Low | Resolved | TTR Missed: | No | 0.10 |
| **INC000000584712** | Tari Nay | None | None | Microsoft Windows Server 2003 | TIR Missed: | No | 0.09 |
| Rural North Desktop Support | Rodney Peterson | Human Services | Low | Resolved | TTR Missed: | No | 0.09 |
| **INC000000584727** | cody sorensen | Application | Error | Citrix ICA Client | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584731** | Laura Davis Werner | Application | Error | State Payroll Time Entry Systen | TIR Missed: | No | 0.00 |
| Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584742** | Charlotte Vincent | None | None | Novell GroupWise | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584770** | Penny Weiss | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000584783** | Julie Burton | Application | None | Gmail | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000584788** | Mark Robertson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584797** | Sherri Hernandez | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584798** | Joye Downey | PC/Laptop | None | None | | TIR Missed: No | 0.24 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 1.10 |
| **INC000000584814** | Liz Murphy | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584816** | Caleb Powell | Network | Password | Novell eDirectory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584817** | Annette Babisz | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584818** | kathie ball | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584820** | Rebekah Schiffman | Application | None | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584821** | Lisa St Louis | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.43 |
| **INC000000584823** | Scott Campbell | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.41 |
| **INC000000584831** | Ying Dong | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584835** | Troy Randall | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584841** | Scott Richman | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584847** | Justina Flesher | None | None | None | | TIR Missed: No | 0.12 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.19 |
| **INC000000584865** | June Kohles | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584871** | Bill Boyle | Hardware | Server | None | | TIR Missed: No | 0.00 |
| | Metro B Hosting | Paul Engberson | Human Services | Low | Resolved | TTR Missed: No | |
| **INC000000584886** | Palmer Depaulis | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Medium | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000584931** | Karen Andersen | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584941** | Alicia Anderson | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584960** | Venice Hampton | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584976** | Valene Gibbs | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584977** | Sandy Gibson | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584984** | patricia phillips | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000584995** | Linda Boyd-Melancon | None | None | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.26 |
| **INC000000585013** | Jamie Luna | Application | Password | Citrix ICA Client | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585015** | Penny Rice | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585023** | Tamie Hamblin | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585036** | Brenda Fotheringham | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585041** | Mary Aguilar | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585043** | Dan Barrett | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585046** | Mark J Scott | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585047** | David Scott | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585058** | Dorothy Vatikani | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585084** | Shirlene McCairns | None | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000585173** | Deborah Sirles | Application | None | RSA SecurID Software Token | TIR Missed: | No | 0.11 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.41 |
| **INC000000585192** | Rashelle Butcher | Application | Error | PGP | TIR Missed: | No | 0.00 |
| Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585200** | Tonya Smith | Application | None | Microsoft Windows XP Professic | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.04 |
| **INC000000585201** | Tammy Knight | Network | None | None | TIR Missed: | No | 0.35 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: | No | 0.37 |
| **INC000000585206** | Tammy W Harris | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585207** | Todd Thayn | Application | None | Utah Master Directory | TIR Missed: | No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585209** | Jennifer Melcomian | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585212** | Whitney Englund | None | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585226** | Lisa Sorensen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585227** | Lisa Bennett | Application | None | Microsoft Windows 7 | TIR Missed: | No | 0.12 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: | No | 0.12 |
| **INC000000585232** | Anna Owen | PC/Laptop | Performance | None | TIR Missed: | No | 0.01 |
| Metro B Desktop Support | Stephanie Young | Human Services | Low | Resolved | TTR Missed: | No | 0.17 |
| **INC000000585246** | Tammy W Harris | None | None | Internet Explorer | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585256** | Todd Thayn | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585265** | Tom Dunford | None | None | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585279** | Cheryl Schilling | PC/Laptop | None | None | TIR Missed: | Yes | 1.37 |
| Rural North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: | No | 1.37 |
| **INC000000585288** | Marty Shannon | None | None | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |
| **INC000000585290** | Kyle Harris | Network | Incident | Novell ConsoleOne | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: | No | 0.00 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000585296** | Janetta Galloway | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585307** | Sandra Reed | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585317** | Callie Gallacher | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585319** | Kyle Goudie | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585326** | Kathy Maxfield | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585336** | Dan Barrett | None | None | None | | TIR Missed: No | 0.18 |
| ORS Content Manager | | Dan Barrett | Human Services | Low | Resolved | TTR Missed: No | 0.18 |
| **INC000000585338** | Palmer Depaulis | None | None | iPhone | | TIR Missed: No | 0.57 |
| Metro B Desktop Support | | Tyler Pearce | Human Services | Low | Resolved | TTR Missed: No | 3.85 |
| **INC000000585339** | Kari Bennett | Network | Incident | Citrix ICA Client | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585344** | Marie Rodriguez | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585354** | Sarah Pratt | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585356** | Szudia Bragg | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585365** | Kali Holliday | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | James Stearns | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585366** | Christine Deary | None | None | Internet Explorer | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585382** | Heather Casutt | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585387** | Tristine Lytton | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585389** | Karen Sevilla | PC/Laptop | None | None | | TIR Missed: No | 0.74 |
| Rural South Desktop Support | | Scott Jesienouski | Human Services | Low | Resolved | TTR Missed: No | 0.74 |
| **INC000000585393** | Justina Flesher | Application | None | Novell GroupWise | | TIR Missed: No | 0.15 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.19 |

# Enterprise Incident Report September 2012

As of **10/1/2012**

## Human Services

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|---|---|---|---|---|---|---|---|
| **INC000000585394** | Joseph Gonzalez | EIS Hardware | Printer | None | | TIR Missed: No | 0.53 |
| Help Desk | | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.59 |
| **INC000000585403** | Edith Martinez | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585411** | Arnaldo Leon | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585416** | Don Brinkerhoff | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585417** | Brian Parnell | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585424** | Tia Clay | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585429** | Justina Flesher | None | None | None | | TIR Missed: No | 0.02 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.08 |
| **INC000000585436** | Justina Flesher | None | None | None | | TIR Missed: No | 0.66 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.98 |
| **INC000000585438** | Justina Flesher | None | None | None | | TIR Missed: No | 0.52 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.67 |
| **INC000000585440** | Amber Poll | None | None | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585443** | Lory Pond | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585445** | Natalie Sheppard | Application | Password | Citrix ICA Client | | TIR Missed: Yes | 1.30 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 1.39 |
| **INC000000585449** | Connie Carvajal | Application | None | Novell GroupWise | | TIR Missed: No | 0.30 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.30 |
| **INC000000585465** | Brian Parnell | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.11 |
| Voice Operations | | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 2.29 |
| **INC000000585469** | Justina Flesher | None | None | None | | TIR Missed: No | 0.14 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 1.94 |
| **INC000000585471** | Matthew Mcleod | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585477** | Justina Flesher | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.02 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.99 |

# Enterprise Incident Report September 2012

**A**s of **10/1/2012**

## Human Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000585478** | Justina Flesher | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.51 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.83 |
| **INC000000585483** | Justina Flesher | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.39 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.72 |
| **INC000000585545** | Carol Kendall | Application | Password | RSA SecurID Software Token | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585548** | Anna Cervantes | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585557** | Teresa Flores | Application | None | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585568** | Lory Pond | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Human Services | Low | Resolved | TTR Missed: No | 0.04 |
| **INC000000585578** | Kathy Anderson | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585582** | Diana Corona | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585591** | Brian Pali | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585667** | Anjalica Oropeza | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585691** | Caron Hunter | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |
| **INC000000585726** | Janet E Campbell | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |